

RESIDENT GRIEVANCE SYSTEM

ANNUAL REPORT FISCAL YEAR 2008

MENTAL HYGIENE ADMINISTRATION FACILITIES

**Resident Grievance System
Department of Health and Mental Hygiene
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The 2008 **RESIDENT GRIEVANCE SYSTEM** Annual Report was compiled by Carolyn Bell, former Director – Resident Grievance System, Jennie Bishop, former Interim Director, Patricia Dorsey, Administrative Officer – Resident Grievance System and, Darrell Nearon, PhD, Director – Resident Grievance System

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PART I

RESIDENT GRIEVANCE

SYSTEM

RESIDENT GRIEVANCE SYSTEM FISCAL YEAR 2008 ANNUAL REPORT

BACKGROUND AND STRUCTURE OF THE PATIENT RIGHTS PROGRAM

The program for the protection of patients' rights in the State psychiatric hospitals in Maryland, the Resident Grievance System, was established in 1985 as part of the negotiated settlement of the class action lawsuit, *Coe v Hughes, et al.* The suit focused on patients' rights to effective access to the judicial system, which is guaranteed by the United States Constitution. The settlement stipulated creation of a two-tier patients' rights advocacy system that would protect rights guaranteed to patients by federal and state laws. The program is governed by the Code of Maryland Regulations (COMAR) 10.21.14, entitled Resident Grievance System, adopted March 28, 1994 and amended January 26, 1998.

Resident Grievance System

The first tier of the program, the Resident Grievance System, is a four stage administrative process that ensures that the rights of residents in the Mental Hygiene Administration facilities are protected through a fair, efficient, and complete mechanism for receiving, investigating, and resolving residents complaints in a timely manner.

The Resident Grievance System is under the auspices of the Deputy Secretary for Public Health Services, Department of Health and Mental Hygiene. The Director of the program is responsible for hiring, evaluating, and assigning Rights Advisors. The program provides services for residents of the eleven Mental Hygiene Administration Psychiatric Facilities. In July 1, 2000, by order of the Secretary of the Department of Health & Mental Hygiene, the program was expanded to provide rights advocacy to the four Developmental Disabilities Administration State Residential Centers.

The Rights Advisors respond to complaints alleging a rights violation, assist residents in preserving their rights (voting, confidentiality, etc), serve as advocates for patients at forced medication panels, and provide patient rights education to residents and staff.

"All opinions expressed in this report are subject to the limitations of the data available at the time of this report and are subject to change should additional data become available."

Personnel Reassignments

Effective October 2007, Linda Simms, will be at Clifton T. Perkins Hospital Center, Harry Evans will also be covering part time. Gregory Wyatt will be responsible for Potomac Center and Rosewood Center. George Lyons and Susan Thomas will be assigned to Springfield.

Legal Assistance Provider

The second tier of the patient rights program, Legal Assistance Provider, is a group of independent law firms, whose services are obtained through State procurement, to provide specific legal assistance and representation to residents.

A priority of the Legal Assistance Provider is the representation of residents in obtaining benefits/entitlements. Following admission to a MHA facility, the social work staff discusses benefits/entitlements with the individual and assists them in making an application for benefits. After obtaining the client's consent, the Resident Grievance System makes a formal referral for representation to the Legal Assistance Provider. Typically, the resolution of the referral can take months or even sometimes years; however, as long as the referral is made while the patient is in the MHA facility, the Legal Assistance provider can continue to represent them even though the client may be discharged prior to the resolution of the claim. Under the contract provisions, the Legal Assistance Provider is prohibited from accepting any percentage of the monies awarded to the client. These benefits and entitlements are an essential component in being able to discharge patients to the community.

In fiscal year 2008, the Legal Assistance Providers were successful in obtaining \$60,445.83 in lump sum benefits and \$260,215.68 in monthly benefits (\$21,684.64 x 12 months). The total amount of benefits awarded to clients in lump sum and monthly payments were \$320,661.51. Residents who are taken to Clinical Review Panels (forced medication) are entitled to file administrative and circuit court appeals. Legal Assistance providers are required to represent residents at these appeals provided the resident gives written consents to their representation.

The Legal Assistance Providers are also responsible for providing legal assistance to residents at Stages 3 and 4 of the Resident Grievance System, identifying residents who may have a legal problem but may not be able to request assistance due to their disability, and assisting patients with general civil claims by making referrals to pro-bono legal services.

In 2008, the following law firms served as the Legal Assistance Provider at the designated Mental Hygiene Administration facilities:

Linda Golden, Esq.

Thomas B. Finan Hospital Center

Hamlin & Swain, LLC

John Gildner Regional Institute for Children
& Adolescents
Southern Regional Institute for Children &
Adolescents

Terri D. Mason, P.C.

Walter P. Carter Hospital Center
Clifton T. Perkins Hospital Center

Ria P. Rochvarg, P.A.

Springfield Hospital Center
Spring Grove Hospital Center
Baltimore Regional Institute for Children &
Adolescents

Jennings & Treff Law Offices

Eastern Shore Hospital Center
Upper Shore Community Mental Health
Center

Coe Board of Review

The Coe Board of Review, which oversees the Legal Assistance Program, is an independent board comprised of attorneys, physicians, mental health professionals, and representatives of patient advocacy groups. The Department of Health and Mental Hygiene and counsel for the Coe plaintiffs jointly appoint the members of the board. The members of the Board are:

The Honorable Kathleen G. Cox, Chair Baltimore County Circuit Court Judge

Thomas E. Arthur

Randall M. Lutz, Esq.

Terry Bohrer

Vacancy

Gregory R. Dent, Esq.

George A. Nilson, Esq.

Lisa Dixon, M.D.

Nevett Steele, Jr., Esq.

Michael S. Finkle

Edgar Wiggins

RESIDENT GRIEVANCE SYSTEM

Carolyn Bell
Director
410-767-6888
800-747-7454

Jennie Bishop
Clinical Review Panel Coordinator
410-970-7412
Pager: 410-681-8305

Patricia Dorsey
Management Associate/
Database Program Mgr.
410-767-1051

RIGHTS ADVISOR ASSIGNMENTS

Harry Evans III	RICA-Baltimore	410-368-7957
	Rockville	301-251-6823
	Southern	301-372-1886
Edward Fowler	Database Program Mgr./ Back-up support for RA's & CRP's	410-209-6465
Anne Harrison	Spring Grove	410-402-7560
George Lyons	Springfield	410-970-7410
Susan Thomas	Clifton T. Perkins	410-724-3165
Charlotte Simmons	Spring Grove	410-402-7594
	Springfield	410-970-7411
Linda Simms	Walter P. Carter	410-209-6079
	Clifton T. Perkins	410-724-3000
		X 6165
Sharon Wert	Eastern & Upper Shore/ Holly	410-221-2345(E) 410-778-6800(U)
Gregory Wyatt	Rosewood/Potomac	410-951-5169 1-240-313-3567
Edward Zook	Thomas B. Finan Brandenburg	301-777-2263

RIGHTS INFORMATION

Rights information is available and is provided to residents, their family and friends, and facility staff in various formats: posters, handbooks, and quarterly meetings at all facilities.

Patient Rights Poster

Patients Rights Posters are located in all public access areas and residential units of all Mental Hygiene Administration facilities. The Poster contains the toll-free telephone numbers of the Resident Grievance System as well as the Legal Assistance Provider for each facility. Facilities are encouraged to place posters adjacent to the public telephones located on each residential unit so that residents have access to the numbers when using the telephone.

Patient Rights Booklet

A copy of the Patient Rights Booklet, *Rights of Persons in Maryland's Psychiatric Facilities*, is given to all persons admitted to a State psychiatric facility and to new employees during orientation. In addition, the Rights Booklet, along with a letter of introduction from the RGS, is mailed to the parent or guardian of an adolescent at the time of their admission. The letter introduces the services provided by the RGS and the name and telephone number of the Rights Advisor assigned to their child's facility.

This booklet is revised on a yearly basis to ensure that changes in the law are incorporated and residents are receiving the latest information regarding any rights issues.

Korean, Spanish and Vietnamese translations, as well as a Braille edition, of the Rights Booklet are available. These are regularly distributed to admission offices at all facilities and are available, upon request, from the Rights Advisor at your facility or from the Director of the RGS.

Informational Meetings

Patient rights education is routinely presented to residents once every three months on each units at all facilities by the Rights Advisor and Legal Assistance Provider. In addition to the group sessions, patients at acute care and adolescent facilities are seen individually by the Rights Advisor, shortly after their admission, in order to acquaint them with RGS services, review the rights booklet, and answer any questions they may have regarding patient rights. This data is included on the Categories of Rights Issues - Information/Assistance Sheet, 11B Rights Protection System, Explanation of Rights, for each facility.

Rights Advisors present training on patient rights during the orientation for new staff and the annual training in-services scheduled for employees. Specifically designed education presentations are developed and scheduled as the need arises, upon the request of patients or staff, or in response to grievances, which have identified deficits in a specific area of patient rights.

TOLL-FREE ACCESS TO RESIDENT GRIEVANCE SYSTEM

In January 1996, the Resident Grievance System implemented toll-free telephone access to the Central Office, 1-800-RGS-7454, in addition to the two regular lines. This service allows residents to have immediate contact with the Resident Grievance System and has enhanced the ability to respond rapidly to patient concerns.

The RGS Administrative Officer, Patricia Dorsey, responds to calls from patients, obtains information regarding the caller's concern, records the information on the telephone log, and relays the concern to the Rights Advisor. If the issue presented is one that requires an immediate response, e.g. abuse, neglect, safety concern, etc., Ms. Dorsey designates it as a high priority and directs a Rights Advisor to immediately respond to the concern. If the issue does not require an immediate response, the Rights Advisor calls the patient and schedules a mutually convenient time that they can meet to discuss the concern.

ACTIVITY ON TOLL-FREE LINE FOR FY-2008

Month	Total Calls	Average Daily Calls	Duration (Minutes)	Average Call Duration
July '08	361	12.0	630	1.75
August	432	13.9	748	1.93
September	416	13.4	814	2.01
October	429	13.7	678	1.92
November	446	14.9	641	1.73
December	372	12.4	617	1.77
January '07	335	11.2	510	1.55
February	380	12.7	585	1.55
March	469	15.7	699	1.72
April	507	16.9	725	1.46
May	423	14.1	580	1.68
June	439	14.6	704	1.81
Total	5,009	16.5	7,931	1.87

TOTAL NUMBER AND PERCENTAGE OF GRIEVANCES
FOR ALL FACILITIES BY RIGHTS CLASSIFICATION
FOR FY-2008 COMPARED TO FY 2007 DATA

<u>RIGHTS CLASSIFICATION</u>		<u>FY-2008</u>		<u>FY-2007</u>	
(1)	Treatment Rights	173	18%	184	18%
(2)	Civil Rights	160	16%	155	16%
(3)	Environmental	108	10%	145	15%
(4)	Freedom Of Movement	128	13%	130	13%
(5)	Abuse	170	17%	102	10%
(6)	Personal Property	65	7%	75	8%
(7)	Communication & Visits	38	4%	52	5%
(8)	No Right Involved	19	2%	34	3%
(9)	Confidentiality	24	3%	26	3%
(10)	Admission, Discharge & Transfer	35	4%	25	3%
(11)	Resident-Resident Assault	20	2%	16	2%
(12)	Money	7	1%	14	1%
(13)	Rights Protection System	11	1%	14	1%
(14)	Other	16	1%	11	1%
(15)	Neglect	4	1%	3	1%
(16)	Deaths	0	0%	1	1%
TOTAL		978		987	

**RESIDENT GRIEVANCE SYSTEM
ACTIVITY PER FACILITY**

FACILITY	Grievances	Information Assistance Requests	Clinical Review Panels	Total Cases
WALTER P. CARTER CENTER	58	37	12	107
CLIFTON T. PERKINS HOSPITAL CENTER	161	188	40	389
EASTERN SHORE HOSPITAL CENTER	23	188	8	219
RICA-BALTIMORE	130	45	0	175
RICA-ROCKVILLE	41	93	0	134
RICA-SOUTHERN	25	23	0	48
SPRINGFIELD HOSPITAL CENTER	230	347	43	620
SPRING GROVE HOSPITAL CENTER	278	364	17	659
THOMAS B. FINAN CENTER	19	58	17	94
UPPER SHORE COMMUNITY MENTAL HEALTH	13	123	2	138
Total	978	1466	139	2583

RGS DATA COLLECTION AND CLASSIFICATION

The data in the Annual Report for Fiscal Year 2008 are reported in three major classifications: Grievances, Clinical Review Panels, and Information/Assistance. For purposes of data collection, form RGS-24 "Category of Rights Issues" assigns all cases to one of 16 major categories: Abuse, Admission/Discharge/Transfer; Civil Rights/ Communication & Visits' Confidentiality & Disclosure; Environmental Freedom of Movement; Money; Neglect; Personal Property; Rights protection System; Treatment Rights; Other; No Right involved; Resident-Resident Assault; and Death. Most of the major categories have subcategories.

Resident Grievance System Regulations (GRS), COMAR 10.21.14, defines "Rights Issues" broadly; "an alleged violation of a resident's rights guaranteed by federal and State constitutions, statutes, regulations, common law, or policies of the Department, Mental Hygiene Administration, and the facility". When the RGS was created, the rationale for this broad definition was precisely because not all rights issues are stipulated in the law but this does not make them any less a rights issue. The RGS Director has the responsibility for developing the classification system and providing guidelines.

Grievances

Cases classified as Grievances are those issues that allege a violation of patients' rights and whose goal is to obtain a specific outcome. The Rights Advisors' role in a grievance is to be a neutral fact finder, conduct a thorough investigation, and render a decision based on the evidence.

Grievances are determined to be Valid, Invalid, or Inconclusive. When sufficient evidence does not exist to prove or disprove the allegation, the grievance is determined to be inconclusive.

The Rights Advisor's role is to work toward the achievement of a mutually satisfactory resolution at the lowest possible stage.

Grievance investigation and resolution generally requires the Rights Advisor to have multiple contacts with the grievant and others, up to 65 working days, the total time permitted for resolution of the grievance by the RGS Regulations, COMAR 10.21.14/

Grievances consume the largest amount of Rights Advisor's time. The Rights Advisors' role is to be non-adversarial and to function as a mediator, facilitator or negotiator.

In fiscal year 2008,
Rights Advisors processed 978 grievances of which 697 were closed at Stage 1 and 281 were appealed to Stage 2

Clinical Review Panels

In accordance with the Annotated Code of Maryland, Health General 10-708, the Clinical Review Panel (CRP) determines whether to approve the administration of medication over the patients' objection.

The Rights Advisor serves as an advocate for the patient and makes every effort to ensure that the patients' objections to the medication are presented during the CRP process. The Rights Advisor provides the patient with information regarding rights throughout the CRP process, and if the patient elects to appeal the decision, assists them in filing an appeal to the Administrative Law Judge and the Circuit Court.

A Clinical Review Panel requires the Rights Advisor to have multiple contacts with the patient during the panel and appeal process. As an advocate for the patient, the Right Advisor's role at the CRP is adversarial since they are representing the patients' objections to the medication over those of the facility.

In fiscal year 2008, a total of 139 Clinical Review Panels (CRP) were scheduled. The greatest number of CRP's 36.7% (51) were patients who were court committed as incompetent to stand trial (1ST) and 19.4% (27) were patients who had been court committed after having been found not criminally responsible (NCR).

The Panel approved medication in 71.2% (99) of the 139 panels held. Patients filed an administrative appeal of the Panel's decision 45% 63 of the appeals. 17.9% 25 of the cases were appealed to the Circuit Court and 64,0% 16 of the decisions were upheld by the Circuit Court.

The Resident Grievance System Rights Advisors assisted and advocated for patients at all Clinical Review Panels held, filed for an Administrative Hearings for those patients who CRP determined that they could be medicated against their will, and assisted patients in obtaining legal assistance to represent them at the appeal levels.

Information/Assistance

Cases classified as Information/Assistance do not allege a rights violation but are contacts in which the patient is seeking information, clarification, or assistance with a concern.

Typically, it involves a single meeting, lasting an average of 40 minutes, and does not require a Rights Advisor to have extensive contact with others. The Rights Advisors' role is simple to provide information or assistance.

In Fiscal year 2008, Rights Advisors provided Information/Assistance for 1466 patients.

**HISTORICAL DATA OF
RIGHTS ADVISOR CONTACTS PER FISCAL YEAR
SINCE IMPLEMENTATION OF THE RGS IN NOVEMBER 1985**

<u>Year</u>	<u>Total</u>	<u>Classification Breakdown</u>
2008	2583	Grievances 978, Clinical Review Panels 139 Information/Assistance 1,466
2007	3052	Grievances 999, Clinical Review Panels 206 Information/Assistance 1,847
2006	2918	Grievances 1028, Clinical Review Panels 176 Information/Assistance 1714
2005	2919	Grievances 941, Clinical Review Panels 179, Information/Assistance 1799
2004	2817	Grievances 1004, Clinical Review Panels 150, Information/Assistance 1663
2003	3106	Grievances 1110, Clinical Review Panels 183, Information/Assistance 1813
2002	3499	Grievances 1371, Clinical Review Panels 158, Information/Assistance 1970
2001	4021	Grievances 1681, Clinical Review Panels 161, Information/Assistance 2179
2000	4243	Grievances 1545, Clinical Review Panels 184, Information/Assistance 2514
1999	4733	Grievances 1547, Clinical Review Panels 184, Information/Assistance 2649
1998	4294	Grievances 1441, Clinical Review Panels 204, Information/Assistance 2649
1997	4025	Grievances 1514, Clinical Review Panels 228, Information/Assistance 2283

1996	4115	Grievances 1808, Clinical Review Panels 160, Information/Assistance 2147
1995	2740	Grievances 1873, Clinical Review Panels, 172, Information/Assistance 695
1994*	2940	Grievances 2720, Clinical Review Panels 220
1993*	3226	Grievances 3030, Clinical Review Panels 196
1992*	3074	Grievances 2829, Clinical Review Panels 245
1991**	2730	Grievances
1990**	2782	Grievances
1989**	2745	Grievances
1988**	2857	Grievances
1987**	2628	Grievances for full fiscal year of operation
1986**	2030	Grievances for eight months of operation

Since 1995 data has been reported in three categories, Grievances, Clinical Review Panels, and Information/Assistance.

* 1992-1994 data was reported in two categories Grievances and Clinical Review Panels

** 1986 – 1991 data was reported in a single classification – Grievances.

RESIDENT GRIEVANCE SYSTEM STAGE 4 REVIEWS BY CENTRAL REVIEW COMMITTEE

A Stage 4 Central Review Committee appeal is the last and final appeal level of the Resident Grievance System. A Rights Advisor is required to make every effort to negotiate, mediate, and resolve the grievance; however, the ultimate decision to resolve or appeal the grievance belongs to the patient. If the patient elects to appeal, even though the Rights Advisor may not believe that the request has merit, the Rights Advisor is required to assist the patient in filing the appeal.

The Central Review Committee is comprised of three members; Director of the Resident Grievance System, Director of the Mental Hygiene Administration, and Clinical Director of the Mental Hygiene Administration, or their designees.

The Committee reviews all prior information concerning the grievance and may conduct further investigation, if deemed by the Committee to be warranted. At the conclusion of the review, the Committee issues a written decision based on their findings and makes recommendations for corrective action, if warranted.

Within 20 working days, after receiving the recommendations from the Central Review Committee, the facility's Chief Executive Officer is required to forward to the Committee a written report of the status of the implementation of the Committee's recommendations. The Chief Executive Officer is required to make periodic reports to the Committee every 30 days until the recommendations are fully implemented.

There were a total of 12 grievances appealed to Stage 4 in Fiscal Year 2008 which represents 1% of the 978 grievances filed.

99% (11) of the Stage 4 appeals were filed by four (4) residents of Clifton T. Perkins Hospital Center.

The remaining 1% (1) Stage 4 appeals were filed by a resident of Spring Grove Hospital.

The Stage 4 grievances reviewed by the Central Review Committee for Fiscal Year 2008 are detailed on the following pages.

HISTORICAL PERSPECTIVE OF STAGE 4 APPEALS

The following reflects the historical data on the number and percentage of total RGS grievances that reached the highest level of the RGS, Stage 4, and were reviewed by the Central Review Committee, dating from the current year to the implementation of the RGS in 1986.

<u>Fiscal Year</u>	<u>Number & % of Total</u>	
2008	12	1%
2007	22	2%
2006	36	4%
2005	44	5%
2004	40	4%
2003	16	1%
2002	22	2%
2001	113	7%
2000	43	3%
1999	13	0.8%
1998	17	0.5%
1997	19	1%
1996	11	0.6%
1995	10	0.5%
1994	13	0.5%
1993	27	1%
1992	45	2%
1991	39	2%
1990	79	3%
1989	50	2%
1988	57	2%
1987	91	4%
1986	61	3%

GRIEVANCE OUTCOME FOR STAGES 1, 2, 3 AND REFERRALS TO THE CENTRAL REVIEW COMMITTEE AT STAGE 4

- **STAGE 1:** 978 grievances were investigated by the Rights Advisor
682(710%) were closed through resolution or withdrawal
- **STAGE 2:** 277 (3%) grievances were reviewed by the Unit Director
106 (1%) were closed through resolution or withdrawal
- **STAGE 3A:** 20 (1%) grievances were reviewed by the Resident Rights
Committee
- **STAGE 3B:** 173 (17%) grievances were reviewed by the Superintendent
147 (86%) were closed through resolution or withdrawal
- **STAGE 4:** 12 (1%) grievances were reviewed by the Central Review
Committee which rendered the following decisions:

Grievances determined to be Valid	1
Grievances determined to be Inconclusive	10
Grievances determined to be Invalid	15

- No clients were represented by an attorney at Stage 4

The data reflects that only 12 (1%) of the 978 grievances reached the 4th and final stage of the RGS. This figure supports that the RGS is achieving its mission of resolving grievances at the lowest possible level through mediation, negotiation and conciliation, and that the internal rights protection system is a fair, efficient, and complete remedy for the resolution of patient complaints.

CATEGORY 1A
ABUSE – PHYSICAL

Grievance

A grievance was filed by the resident alleging that a male employee smacked her. The resident stated that she could not remember the exact date the incident happened. The resident reported that the male employee pulled the resident out of the bed and hit the resident causing her to cry.

The grievance was determined to be inconclusive at Stage 1 by the Rights Advisor, invalid at Stage 2 by the Unit Director, and invalid at Stage 3 B by the CEO

Decision of the Central Review Committee – Invalid

There appears to be no evidence to substantiate the alleged abuse as described by the patient; however, the Committee believes that staff should have documented the incident that occurred on December 3, 2007 in the patient's medical record but failed to do so. We concur with the recommendations made by the Rights Advisor.

Recommendations for Corrective Action

It is recommended that staff receive education/training regarding their failure to document the patient's behavior/incident on December 3rd.

CATEGORY 3B
CIVIL RIGHTS – VERBAL ABUSE

Grievance

A fellow patient filed a complaint on behalf of the resident. The allegation was that the patients are hearing one PST curse profusely at the resident. The patient alleged that the PST was very loud in her statements and threatened to withhold food from the residents. The patient found the comments offensive. The PST allegedly stated, "mind your business".

The grievance was determined to be valid at Stage 1 by the Rights Advisor, inconclusive at Stage 2 by the Unit Director, and inconclusive at Stage 3B by the CEO.

Decision of the Central Review Committee – Valid

The Committee found that the accusations of verbal abuse were valid and serious. The Committee identifies four (4) recommendations for corrective action. The recommendations were (1) employee named in the allegation be required to attend an in-service on verbal abuse, (2) facility/department heads are to ensure that staff are to be reminded of the requirements to respond to RGS requests in a timely manner, (3) facility/department heads to share results of an investigation with the Rights Advisor, (4) facility to ensure that responses to grievances are provided in a timely manner.

The CEO was to provide the Central Review Committee a report regarding the status of the implementation of the aforementioned recommendations.

CATEGORY 3G
CIVIL RIGHTS – DISCRIMINATION

Grievance

Two complaints were filed by the grievant alleging that the librarian harasses and discriminates against the grievant. The grievant alleges the librarian would not do legal research for the grievant. Grievant further contended that the librarian denied grievant access to the courts and hence, is violating grievant rights of access.

The grievance was determined to be invalid as Stages 1, 2, and 3B by the Rights Advisor, the Unit Director and CEO respectively.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation.

CATEGORY 4E
COMMUNICATION AND VISITS – INTERPERTER SERVICES

Grievance

The patient filed a complaint alleging that the “20 minutes per 2 hour “rules for use of the phone by patients is being interpreted very restrictively. The patient stated that the staff are telling patients that one use of the phone during the 2 hours is the limit, even if no one answers on the first call, they cannot make another for 2 hours.

The grievance was determined inconclusive at Stages 1, 2 and 3B by the Rights Advisor, Unit Director and CEO, respectively.

Decision of the Central Review Committee – Inconclusive

The Committee found no evidence to substantiate the allegation.

CATEGORY 4F
COMMUNICATIONS AND VISITS – MAIL

Grievance

The patient filed a complaint alleging that there is no Saturday mail delivery and when a holiday falls on a Monday, the patients’ mail is delayed until Tuesday. The patient alleges that the Director of Security is committing a felony offense by holding the patients’ mail for 3 – 4 days.

The Rights Advisor, Invalid at Stage 2 and 3B by the COO and CEO, determined the grievances inconclusive at Stage 1 respectively.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation.

CATEGORY 5A
CONFIDENTIALITY AND DISCLOSURE – RECORDS

Grievance

The patient filed a complaint alleging that the patient was unable to obtain copies of his records. The patient alleged that there is no full access to personal records and, patient has been attempting to have full access to personal records since arriving at the facility.

The grievance was determined to be invalid at Stages 1, 2 and 3B by the Rights Advisor, Unit Director and CEO respectively.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation.

CATEGORY 7C
FREEDOM OF MOVEMENT – LEAST RESTRICTIVE ALTERNATIVE
2 Grievances

Grievance #1

A grievance was filed by the Legal Assistance Provider (LAP) on behalf of the patient, alleging that the patients right for receiving treatment in the least restrictive environment was violated. Additionally, the LAP alleges that the patient is not receiving appropriate services through the Developmental Disabilities Administration (DDA). The patient reports that a transfer to regional hospital or state agency serving people with developmental disabilities would be more appropriate.

The grievance was determined invalid at Stages 1, 2, 3A and 3B by the Rights Advisor, Clinical Director, Residents Right Committee and the CEO respectively.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation.

Grievance #2

The patient alleges that the current placement at the facility violates the patients right to receive treatment in the least restrictive environment. The patient alleges that he has maintained a Super Level 3 for five (5) years but has not been moved from maximum security.

The grievance was determined to be inconclusive by the Rights Advisor at Stage 1, invalid at Stages 2, 3A and 3B by the Unit Director, Residents Right Committee and the CEO respectively.

Decision of the Central Review Committee – Inconclusive

There appears to be an overwhelming amount of documentation that supports that the resident is at high risk for re-offending and the need for continued treatment in a secured setting. It is recommended that a clinical conference be held for this resident.

CATEGORY 10C
PERSONAL PROPERTY – DESTRUCTION

Grievance

The grievant alleged that when transferred from Unit 2 South to 2 East some personal belongings were not transferred with the patient. The patient alleges that some items were located while other items were not.

The grievance was determined to be inconclusive at Stage 1 by the Rights Advisor, invalid at Stage 2 by the Unit Director and inconclusive at Stages 3A and 3B by the Residents Rights Committee and the CEO respectively.

Decision of the Central Review Committee – Inconclusive

Insufficient evidence exists to either validate or invalidate the allegation. The resident acknowledged that some of the property alleged to be missing is not replaceable. Based on the information received from staff, the resident packed his own belongings and the room was searched after the resident vacated the room. No items were found. The resident elected to store some belongings in the main activity closet on the ward. When these items were found they reportedly were sent to the residents new unit.

CATEGORY 12A
TREATMENT RIGHTS – INDIVIDUAL TREATMENT PLAN

Grievance

Patient filed a complaint alleging that the physicians made inaccurate entries on the annual interdisciplinary treatment plan. The patient alleges that the physician committed defamation.

The grievance was determined to be invalid at Stage 1 by the Rights Advisor, Stage 2 waived by the Clinical Director and, invalid at Stage 3B by the CEO.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation

CATEGORY 12 D
TREATMENT RIGHTS – MEDICATION

Grievance

The patient alleges that upon asking for PRN medicine, the nurse told the patient that he (nurse) was "busy". The patient alleges that 65 minutes later a request was made for medication and the same nurse yelled at the patient and told the patient to come back later. The patient alleges denial of medical care.

The grievance was determined to be inconclusive at Stage 1, 2 and 3B by the Rights Advisor, Unit Director and CEO respectively.

Decision of the Central Review Committee – Inconclusive

The committee concurs with the findings at previous stages.

CATEGORY 12 E
TREATMENT RIGHTS – PERIODIC REVIEW

Grievance

The patient alleges that the assigned social worker restricted patient's review of his personal medical record. The patient alleges that constitutional rights were being violated. Patient further alleges abuse and neglect, cruel and unusual treatment for not being able to review his personal medical record.

The grievance was determined invalid at Stages 1, 2, 3A and 3B by the Rights Advisor, Unit Director, Residents Rights Committee and the CEO respectively.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation.

PART II

MENTAL HYGIENE ADMINISTRATION

FACILITY DATA

RESIDENT GRIEVANCE SYSTEM

**AGGREGATE DATA FOR
MENTAL HYGIENE ADMINISTRATION
FACILITIES**

FISCAL YEAR 2008

**Carolyn Bell
Director**

**Jennie Bishop
Clinical Review Panel Specialist**

**Patricia Dorsey
Edward Fowler
Data Program Managers**

**AGGREGATE
FISCAL YEAR 08**

GRIEVANCES	978
INFORMATION/ASSISTANCE CASES	1466
CLINICAL REVIEW PANELS	139
TOTAL RIGHTS ADVISOR CONTACTS	2583

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	170	1
ADMISSION/DISCHARGE/TRANSFER	35	30
CIVIL RIGHTS	160	35
COMMUNICATIONS/VISITS	38	54
CONFIDENTIALITY	24	17
ENVIRONMENTAL	108	19
FREEDOM OF MOVEMENT	128	19
MONEY	7	166
NEGLECT	4	0
PERSONAL PROPERTY	65	16
RIGHTS PROTECTION SYSTEM	11	236
TREATMENT RIGHTS	173	28
OTHER	16	20
NO RIGHT INVOLVED	19	17
RESIDENT/RESIDENT ASSAULT	20	790
DEATH	0	18
TOTAL	978	1466

DECISION AND ACTION (GRIEVANCE CASES)-FY 2008 AGGREGATE

STAGE 1 - RIGHTS 978 GRIEVANCES

Decision at Stage 1		Action at Stage 1	
Valid	1934	Resolved	600
Invalid	405	Withdrawn	82
Inconclusive	331	Outside Referral	15
Not Investigated	46		
Total Number of Cases Closed At Stage 1		697	
Total Number of Cases Referred To Stage 2		281	

STAGE 2 - UNIT DIRECTOR 277 GRIEVANCES

Decision at Stage 2		Action at Stage 2	
Valid	39	Resolved	92
Invalid	180	Withdrawn	14
Inconclusive	58	Outside Referral	0
Total Number of Cases Closed At Stage 2		106	%
Total Number of Cases Referred To Next Stage		171	%

STAGE 3A - RESIDENT RIGHTS COMMITTEE 20 GRIEVANCES

Decision at Stage 3A		Action at Stage 3A	
Valid	0	Resolved	0
Invalid	14	Withdrawn	3
Inconclusive	6	Outside Referral	0
Total Number of Cases Closed At Stage 3A		3	%
Total Number of Cases Referred To Stage 3B		16	%

STAGE 3B - SUPERINTENDENT/CEO 173 GRIEVANCES

Decision at Stage 3B		Action at Stage 3B	
Valid	15	Resolved	127
Invalid	117	Withdrawn	20
Inconclusive	41	Outside Referral	0
Total Number of Cases Closed At Stage 3B		147	%
Total Number of Cases Referred To Stage 4		26	%

STAGE 4 - Central Review Committee 26 GRIEVANCES

Decision at Stage 4		Action at Stage 4	
Valid	1	Resolved	12
Invalid	10	Withdrawn	14
Inconclusive	15	Outside Referral	0
Total Number of Cases Closed at Stage 4		26	%

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 170

- 141 A. Physical
- 8 B. Sexual
- 20 C. Mental
- 1 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 35

- 0 A. Admission
- 0 B. Hearing
- 9 C. Transfer
- 25 D. Discharge
- 1 E. Respite Care

3. CIVIL RIGHTS 160

- 0 A. Abortion
- 63 B. Addressing A Resident
- 1 C. Barrier Free Design
- 6 D. Business and Personal
- 2 E. Competency
- 33 F. Dignity
- 10 G. Discrimination
- 10 H. Education
- 1 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 1 K. Media
- 4 L. Personal Search
- 11 M. Privacy
- 4 N. Religion
- 0 O. Sexuality
- 14 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 38

- 2 A. Attorney/Legal Matters
- 1 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 14 E. Telephone
- 20 F. Mail
- 1 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 24

- 14 A. Records
- 9 B. Privileged Communications
- 1 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 108

- 6 A. Clothing
- 20 B. Diet
- 11 C. Personal Hygiene
- 32 D. Safety
- 21 E. Sanitary
- 18 F. Humane

7. FREEDOM OF MOVEMENT 128

- 16 A. Building and Grounds
- 13 B. General Restrictions
- 72 C. Least Restrictive Alternative
- 4 D. Leave of Absence
- 12 E. Restraint
- 5 F. Seclusion
- 6 G. Quiet Room

8. MONEY 7

- 0 A. Dissipation of Assets
- 1 B. Easy Access
- 3 C. Facility Account
- 0 D. Limitation
- 1 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 2 H. Entitlements/Benefits

9. NEGLECT 4

10. PERSONAL PROPERTY 65

- 5 A. Exclusion
- 7 B. Limitations
- 2 C. Protection
- 4 D. Purchase or Receive
- 0 E. Receipt
- 2 F. Storage
- 45 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 11

- 0 A. Complaint Forms
- 1 B. Explanation of Rights
- 1 C. Notification of Rights
- 1 D. Rights Advisor
- 2 E. Timely Impartial Investigation
- 2 F. Complaint Procedure
- 4 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 173

- 23 A. Individual Treatment Plan
- 3 B. Informed Consent
- 55 C. Medical Care
- 51 D. Medication
- 3 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 2 H. Name of Treatment Staff
- 35 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 1 N. Pain Management

13. OTHER 16

- 5 A. Forensic Issues
- 5 B. Guardianship
- 6 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 19

15. RESIDENT/RESIDENT ASSAULT 20

16. DEATH 0

TOTAL GRIEVANCE CASES 978

FISCAL YEAR 2008

AGGREGATE

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

AGGREGATE

GRIEVANCE 978

SEX	#	%
Female	376	38.5
Male	578	59.2
Class	24	2.5
Total	978	

AGE	#	%
<18	202	20.7
18-44	461	47.2
45-64	262	26.8
65+	29	3.0
Class	39	4.0
Total	978	

RACE	#	%
African American	497	50.9
Asian	1	0.1
Caucasian	416	42.6
Hispanic	8	0.8
Other	17	1.7
Class	39	4.0
Total	978	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE	1		8. MONEY	166
1 A. Physical			2 A. Dissipation of Assets	
0 B. Sexual			1 B. Easy Access	
0 C. Mental			2 C. Facility Account	
0 D. Verbal			1 D. Limitation	
			1 E. Safekeeping	
2. ADMISSION/DISCHARGE/TRANSFER	30		0 F. Use of Funds	
1 A. Admission			0 G. Exploitation	
2 B. Hearing			159 H. Entitlements/Benefits	
5 C. Transfer				
22 D. Discharge			9. NEGLECT	0
0 E. Respite Care				
3. CIVIL RIGHTS	35		10. PERSONAL PROPERTY	16
0 A. Abortion			0 A. Exclusion	
0 B. Addressing A Resident			0 B. Limitations	
0 C. Barrier Free Design			0 C. Protection	
14 D. Business and Personal			2 D. Purchase or Receive	
0 E. Competency			2 E. Receipt	
0 F. Dignity			3 F. Storage	
0 G. Discrimination			9 G. Theft/Loss/Destruction	
2 H. Education				
2 I. Labor and Compensation			11. RIGHTS PROTECTION	236
3 J. Marriage and Divorce			0 A. Complaint Forms	
2 K. Media			129 B. Explanation of Rights	
0 L. Personal Search			1 C. Notification of Rights	
0 M. Privacy			0 D. Rights Advisor	
0 N. Religion			0 E. Timely Impartial Investigation	
0 O. Sexuality			0 F. Complaint Procedure	
2 P. Harassment			0 G. Retaliation	
6 Q. Voting			106 H. Legal Case Review	
4 R. Immigration				
4. COMMUNICATION and VISITS	54		12. TREATMENT RIGHTS	28
50 A. Attorney/Legal Matters			9 A. Individual Treatment Plan	
0 B. Clergy			1 B. Informed Consent	
0 C. Visitors			4 C. Medical Care	
0 D. Stationery and Postage			7 D. Medication	
1 E. Telephone			2 E. Periodic Review	
3 F. Mail			0 F. Research/At Risk Procedures	
0 G. Interpreter Service			1 G. Knowledge of	
			0 H. Name of Treatment Staff	
5. CONFIDENTIALITY and DISCLOSURE	17		2 I. Alternate Treatment Services	
15 A. Records			0 J. Clinical Review Panel	
1 B. Privileged Communications			0 K. Minor Placed with Adults	
1 C. Photocopying			0 L. Aftercare Plan	
0 D. Photographing			2 M. Advance Medical Directive	
			0 N. Pain Management	
6. ENVIRONMENTAL	19			
2 A. Clothing			13. OTHER	20
9 B. Diet			14 A. Forensic Issues	
4 C. Personal Hygiene			1 B. Guardianship	
2 D. Safety			5 C. Rights Outside Jurisdiction	
0 E. Sanitary				
2 F. Humane			14. NO RIGHT INVOLVED	15
7. FREEDOM OF MOVEMENT	19			
8 A. Building and Grounds			15. RESIDENT/RESIDENT ASSAULT	790
7 B. General Restrictions				
2 C. Least Restrictive Alternative			16. DEATH	18
2 D. Leave of Absence				
0 E. Restraint			TOTAL INFORMATION CASES	1466
0 F. Seclusion			FISCAL YEAR 2008	
0 G. Quiet Room			AGGREGATE	

DEMOGRAPHIC INFORMATION (INFORMATION CASES)-FY 2008 **AGGREGATE**

INFORMATION/ASSISTANCE

1466

SEX	#	%	AGE	#	%	RACE	#	%
Female	464	31.6	<18	137	13	African American	730	49.8
Male	997	68.1	18-44	695	47.6	Asian	8	0.5
Class	5	0.3	45-64	537	36.5	Caucasian	677	46.3
Total	1466		65+	36	2.5	Hispanic	26	1.8
			Class	6	0.4	Other	19	1.3
			Total	1466		Class	6	0.4
						Total	1466	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2008

AGGREGATE

CLINICAL REVIEW PANELS

Patients Scheduled for One or More a Panels	96		<u>Legal Status</u>		
Scheduled as an Initial Panel	79	56.8 %	Not Criminally Responsible	27	19.4 %
Scheduled Less than 90 Days Since Last Panel	29	20.9 %	Incompetent to Stand Trial	51	36.7 %
Scheduled More than 90 Days Since Last Panel	29	13.7 %	Civilly Committed	0	43.9 %
Total Number of Panels Scheduled	139				

Decision by Panel

Medication Approved	99	71.2 %
Medication Not Approved	16	11.5 %
No Decision Reached	3	2.2 %
Cancelled Prior to Panel	21	15.1 %

Patient Response to Panel Decision

Decision Not Appealed	36	76.8 %
Decision Appealed to ALJ	63	63.6 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 63

Decision by Administrative Law Judge

CRP Decision Upheld	42	66.7 %
CRP Decision Overturned	6	9.5 %
Appeal Withdrawn/No Decision	15	23.8 %

Patient Response to ALJ Decision

Decision Not Appealed	17	40.5 %
Decision Appealed to CC	25	59.5 %

Representation by Legal Assistance Provider 38

CIRCUIT COURT APPEALS

Number of Appeals Filed 25

Decision by Circuit Court

ALJ Decision Upheld	16	64.0 %
ALJ Decision Overturned	1	4.0 %
Declared Moot/Withdrawn	8	32.0 %

Representation by Legal Assistance Provider 12

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

AGGREGATE

PANELS SCHEDULED 139

SEX	#	%	AGE	#	%	RACE	#	%
Female	40	29.0	<18	0	0.0	African-American	89	64.0
Male	99	71.0	18-44	67	48.0	Asian	2	1.0
Total	139		45-64	61	44.0	Caucasian	42	30.0
			65+	11	8.0	Hispanic	2	1.0
			Total	139		Other	4	3.0
						Total	139	

RESIDENT GRIEVANCE SYSTEM

WALTER P. CARTER CENTER

FISCAL YEAR 2008

**Linda Simms
Rights Advisor**

**WALTER P. CARTER CENTER
FISCAL YEAR 2008**

GRIEVANCES	58
INFORMATION/ASSISTANCE CASES	37
CLINICAL REVIEW PANELS	12
TOTAL RIGHTS ADVISOR CONTACTS	107

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	12	0
ADMISSION/DISCHARGE/TRANSFER	1	1
CIVIL RIGHTS	20	0
COMMUNICATIONS/VISITS	0	0
CONFIDENTIALITY	0	1
ENVIRONMENTAL	5	0
FREEDOM OF MOVEMENT	1	0
MONEY	0	11
NEGLECT	0	0
PERSONAL PROPERTY	6	0
RIGHTS PROTECTION SYSTEM (RGS)	0	3
TREATMENT RIGHTS	8	0
OTHER	0	0
NO RIGHT INVOLVED	4	0
RESIDENT/RESIDENT ASSAULT	1	21
DEATH	0	0
TOTAL	58	37

DECISION AND ACTION (GRIEVANCE CASES) - FY 2008

Walter P. Carter Center

STAGE 1 - RIGHTS 58 GRIEVANCES			
Decision at Stage 1		Action at Stage 1	
Valid	11	Resolved	38
Invalid	11	Withdrawn	6
Inconclusive	21	Outside Referral	0
Not Investigated	15		
Total Number of Cases Closed At Stage 1		44	
Total Number of Cases Referred To Stage 2-3		14	
STAGE 2 - UNIT DIRECTOR 13 GRIEVANCES			
Decision at Stage 2		Action at Stage 2	
Valid	1	Resolved	5
Invalid	5	Withdrawn	0
Inconclusive	7	Outside Referral	0
Total Number of Cases Closed At Stage 2		5	
Total Number of Cases Referred To Next Stage		8	
STAGE 3A - RESIDENT RIGHTS 0 GRIEVANCES			
Decision at Stage 3A		Action at Stage 3A	
Valid	0	Resolved	0
Invalid	0	Withdrawn	0
Inconclusive	0	Outside Referral	0
Total Number of Cases Closed At Stage 3A		0	
Total Number of Cases Referred To Stage 3B		0	
STAGE 3B - SUPERINTENDENT/CEO 9 GRIEVANCES			
Decision at Stage 3B		Action at Stage 3B	
Valid	1	Resolved	8
Invalid	2	Withdrawn	1
Inconclusive	6	Outside Referral	0
Total Number of Cases Closed At Stage 3B		9	
Total Number of Cases Referred To Stage 4		0	
STAGE 4 - CENTRAL REVIEW 0 GRIEVANCES			
Decision at Stage 4		Action at Stage 4 Jurisdiction	
Valid	0	Resolved	0
Invalid	0	Withdrawn	0
Inconclusive	0	Outside Referral	0
Total Number of Cases Closed At Stage 4		0	

Alternative

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 1

- 0 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 1 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 0

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 1 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 0

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 11

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 11 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 3

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 3 H. Legal Case Review

12. TREATMENT RIGHTS 0

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 0 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 21

16. DEATH 0

TOTAL INFORMATION CASES 37

FISCAL YEAR 2008

WALTER P. CARTER CENTER

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

Walter P. Carter Center

GRIEVANCES 58

SEX	#	%
Female	21	36.2
Male	35	60.3
Class	2	3.4
Total	58	

AGE	#	%
<18	0	0.0
18-44	44	75.9
45-64	12	20.7
65+	0	0.0
Class	2	3.4
Total	58	

RACE	#	%
African American	21	36.2
Asian	0	0.0
Caucasian	34	58.6
Hispanic	0	0.0
Other	1	1.7
Class	2	3.4
Total	58	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 1

- 0 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 1 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 0

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 1 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 0

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 11

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 11 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 3

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 3 H. Legal Case Review

12. TREATMENT RIGHTS 0

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 0 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 21

16. DEATH 0

TOTAL INFORMATION CASES 37

FISCAL YEAR 2008

WALTER P. CARTER CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES) FY 2008

Walter P. Carter Center

INFORMATION/ASSISTANCE REQUESTS 37

SEX	#	%	AGE	#	%	RACE	#	%
Female	9	24	<18	0	0	African American	18	49
Male	28	76	18-44	23	62	Asian	0	0.0
Class	0	0.0	45-64	14	38	Caucasian	18	49
Total	37		65+	0	0	Hispanic	0	0.0
			Class	0	0.0	Other	1	3
			Total	37		Class	0	0.0
						Total	37	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2008

Walter P. Carter Center

CLINICAL REVIEW PANELS

Patients Scheduled for One or More Panels	7					<u>Legal Status</u>		
Scheduled as an Initial Panel	12	100.0 %		Not Criminally Responsible	1	8.3 %		
Scheduled Less than 90 Days Since Last Panel	0	0.0 %		Incompetent to Stand Trial	3	25.0 %		
Scheduled More than 90 Days Since Last Panel	0	0.0 %		Civilly Committed	0	0.0 %		
Total Number of Panels Scheduled	12							

Decision by Panel

Medication Approved	6	50.0 %
Medication Not Approved	0	0.0 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	6	50.0 %

Patient Response to Panel Decision

Decision Not Appealed	1	16.7 %
Decision Appealed to ALJ	5	83.3 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 5

Decision by Administrative Law Judge

CRP Decision Upheld	3	60.0 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	2	40.0 %

Patient Response to Panel Decision

Decision Not Appealed	2	66.7 %
Decision Appealed to CC	1	33.3 %

Representation by Legal Assistance Provider 2

CIRCUIT COURT APPEALS

Number of Appeals Filed 1

Decision by Circuit Court

CRP Decision Upheld	0	0.0 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	1	100.0 %

Representation by Legal Assistance Provider 0

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Walter P. Carter Center

PANELS SCHEDULED 12

SEX	#	%	AGE	#	%	RACE	#	%
Female	1	8.0	<18	0	0.0	African-American	6	50.0
Male	11	92.0	18-44	8	67.0	Asian	0	0.0
Total	12		45-64	3	25.0	Caucasian	3	25.0
			65+	1	8.0	Hispanic	0	0.0
			Total	12		Other	3	25.0
						Total	12	

RESIDENT GRIEVANCE SYSTEM

EASTERN SHORE HOSPITAL CENTER

FISCAL YEAR 2008

**Sharon Wert
Rights Advisor**

EASTERN SHORE HOSPITAL CENTER
FISCAL YEAR 2008

GRIEVANCES	23
INFORMATION/ASSISTANCE CASES	188
CLINICAL REVIEW PANELS	8
TOTAL RIGHTS ADVISOR CONTACTS	219

<u>RIGHTS CATEGORY</u>	<u>GRIEVANCES</u>	<u>INFORMATION/ ASSISTANCE CASES</u>
ABUSE	5	0
ADMISSION/DISCHARGE/TRANSFER	2	0
CIVIL RIGHTS	12	3
COMMUNICATIONS/VISITS	0	13
CONFIDENTIALITY	1	6
ENVIRONMENTAL	0	1
FREEDOM OF MOVEMENT	2	4
MONEY	0	14
NEGLECT	0	0
PERSONAL PROPERTY	1	2
RIGHTS PROTECTION SYSTEM (RGS)	0	2
TREATMENT RIGHTS	0	0
OTHER	0	0
NO RIGHT INVOLVED	0	1
RESIDENT/RESIDENT ASSAULT	0	142
DEATH	0	0
TOTAL	23	188

DECISION AND ACTION (GRIEVANCE CASES) - FY 2008

Eastern Shore Hospital Center

STAGE 1 - RIGHTS ADVISOR 23 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	5	21.7 %	Resolved	15	65.2 %
Invalid	14	60.9 %	Withdrawn	6	26.1 %
Inconclusive	4	17.4 %	Outside Referral	1	4.3 %
Not Investigated	0	0.0 %			
Total Number of Cases Closed At Stage 1			22	95.7 %	
Total Number of Cases Referred To Stage 2-3			1	4.3 %	

STAGE 2 - UNIT DIRECTOR 1 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	0	0.0 %	Resolved	1	100.0 %
Invalid	1	100.0 %	Withdrawn	0	0.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			1	100.0 %	
Total Number of Cases Referred To Next Stage			0	0.0 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE 0 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A			0	%	
Total Number of Cases Referred To Stage 3B			0	%	

STAGE 3B - SUPERINTENDENT/CEO 0 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3B			0	%	
Total Number of Cases Referred To Stage 4			0	%	

STAGE 4 - CENTRAL REVIEW COMMITTEE 0 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			0	%	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 5

- 4 A. Physical
- 1 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 2

- 0 B. Hearing
- 0 A. Admission
- 2 C. Transfer
- 0 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 12

- 0 A. Abortion
- 10 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 2 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 0 A. Records
- 1 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 0

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 2

- 0 A. Building and Grounds
- 2 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 0

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 1

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 1 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 0

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 0 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 0

16. DEATH 0

TOTAL GRIEVANCE CASES 23

FISCAL YEAR 2008

Eastern Shore Hospital Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

Eastern Shore Hospital Center

GRIEVANCES 23

SEX	#	%
Female	11	47.8
Male	11	47.8
Class	1	4.3
Total	23	

AGE	#	%
<18	0	0.0
18-44	13	56.5
45-64	9	39.1
65+	0	0.0
Class	1	4.3
Total	23	

RACE	#	%
African American	11	47.8
Asian	0	0.0
Caucasian	11	47.8
Hispanic	0	0.0
Other	0	0.0
Class	1	4.3
Total	23	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 0

- 0 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 0 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 3

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 1 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 1 P. Harassment
- 1 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 13

- 11 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 2 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 6

- 6 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 1

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 1 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 4

- 0 A. Building and Grounds
- 4 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 14

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 14 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 2

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 2 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 2

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 2 H. Legal Case Review

12. TREATMENT RIGHTS 0

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 0 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 1

15. RESIDENT/RESIDENT ASSAULT 142

16. DEATH 0

TOTAL INFORMATION CASES 188

FISCAL YEAR 2008

EASTERN SHORE HOSPITAL CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES) FY 2008

Eastern Shore Hospital Center

INFORMATION/ASSISTANCE REQUESTS 188

SEX	#	%	AGE	#	%	RACE	#	%
Female	63	34	<18	0	0	African American	94	50
Male	125	66	18-44	99	53	Asian	0	0.0
Class	0	0.0	45-64	83	44	Caucasian	90	48
			65+	6	3	Hispanic	3	1.6
Total	188		Class	0	0.0	Other	1	1
						Class	0	0.0
			Total	188		Total	188	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2008

Eastern Shore Hospital Center

CLINICAL REVIEW PANELS

Patients Scheduled for One or More Panels	7								
Scheduled as an Initial Panel	5	62.5 %		Not Criminally Responsible	0	0.0 %			
Scheduled Less than 90 Days Since Last Panel	2	0.0 %		Incompetent to Stand Trial	1	12.5 %			
Scheduled More than 90 Days Since Last Panel	0	12.5 %		Civily Committed	0	0.0 %			
Total Number of Panels Scheduled	8								

Decision by Panel

Medication Approved	6	75.0 %
Medication Not Approved	1	12.5 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	1	12.5 %

Patient Response to Panel Decision

Decision Not Appealed	2	33.3 %
Decision Appealed to ALJ	4	66.7 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 4

Decision by Administrative Law Judge

CRP Decision Upheld	4	100.0 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	0	0.0 %

Patient Response to Panel Decision

Decision Not Appealed	1	25.0 %
Decision Appealed to CC	3	75.0 %

Representation by Legal Assistance Provider 2

CIRCUIT COURT APPEALS

Number of Appeals Filed 3

Decision by Circuit Court

CRP Decision Upheld	0	0.0 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	3	100.0 %

Representation by Legal Assistance Provider 1

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Eastern Shore Hospital Center

PANELS SCHEDULED 8

SEX	#	%	AGE	#	%	RACE	#	%
Female	2	25.0	<18	0	0.0	African-American	6	75.0
Male	6	75.0	18-44	3	38.0	Asian	0	0.0
Total	8		45-64	4	50.0	Caucasian	2	25.0
			65+	1	12.0	Hispanic	0	0.0
			Total	8		Other	0	0.0
						Total	8	

RESIDENT GRIEVANCE SYSTEM

THOMAS B. FINAN HOSPITAL CENTER

FISCAL YEAR 2008

**Edward Zook
Rights Advisor**

THOMAS B. FINAN CENTER
FISCAL YEAR 08

GRIEVANCES	19
INFORMATION/ASSISTANCE CASES	58
CLINICAL REVIEW PANELS	17
TOTAL RIGHTS ADVISOR CONTACTS	94

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	0	0
ADMISSION/DISCHARGE/TRANSFER	1	8
CIVIL RIGHTS	7	17
COMMUNICATIONS/VISITS	0	0
CONFIDENTIALITY	0	1
ENVIRONMENTAL	3	4
FREEDOM OF MOVEMENT	4	8
MONEY	0	1
NEGLECT	0	0
PERSONAL PROPERTY	1	3
RIGHTS PROTECTION SYSTEM	0	4
TREATMENT RIGHTS	3	4
OTHER	0	3
NO RIGHT INVOLVED	0	3
RESIDENT/RESIDENT ASSAULT	0	2
DEATH	0	0
TOTAL	19	57

DECISION AND ACTION (GRIEVANCE CASES) - FY 2008

Thomas B. Finan Center

STAGE 1 - RIGHTS ADVISOR

19 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	3	15.8 %	Resolved	14	73.7 %
Invalid	9	47.4 %	Withdrawn	4	21.1 %
Inconclusive	1	5.3 %	Outside Referral	0	0.0 %
Not Investigated	6	31.6 %			
Total Number of Cases Closed At Stage 1			18	94.7 %	
Total Number of Cases Referred To Stage 2-3			1	5.3 %	

STAGE 2 - UNIT DIRECTOR

1 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	0	0.0 %	Resolved	1	100.0 %
Invalid	1	100.0 %	Withdrawn	0	0.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			1	100.0 %	
Total Number of Cases Referred To Next Stage			0	0.0 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE

0 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A			0	%	
Total Number of Cases Referred To Stage 3B			0	%	

STAGE 3B - SUPERINTENDENT/CEO

0 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3B			0	%	
Total Number of Cases Referred To Stage 4			0	%	

STAGE 4 - CENTRAL REVIEW COMMITTEE

0 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			0	%	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 1

- 0 B. Hearing
- 0 A. Admission
- 0 C. Transfer
- 1 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 7

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 7 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 0

- 0 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 3

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 3 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 4

- 2 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 1 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 1 G. Quiet Room

8. MONEY 0

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 1

- 0 A. Exclusion
- 0 B. Limitations
- 1 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 3

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 1 C. Medical Care
- 1 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 1 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 0

16. DEATH 0

TOTAL GRIEVANCE CASES 19

FISCAL YEAR 2008

Thomas B. Finan Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

Thomas B. Finan Center

GRIEVANCES 19

SEX	#	%
Female	9	47.4
Male	7	36.8
Class	3	15.8
Total	19	

AGE	#	%
<18	1	5.3
18-44	10	52.6
45-64	5	26.3
65+	0	0.0
Class	3	15.8
Total	19	

RACE	#	%
African American	1	5.3
Asian	0	0.0
Caucasian	15	78.9
Hispanic	0	0.0
Other	0	0.0
Class	3	15.8
Total	19	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 8

- 0 A. Admission
- 0 B. Hearing
- 5 C. Transfer
- 3 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 17

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 11 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 1 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 5 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 1 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 4

- 0 A. Clothing
- 3 B. Diet
- 1 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 8

- 7 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 1 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 1

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 1 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 3

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 3 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 4

- 0 A. Complaint Forms
- 1 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 3 H. Legal Case Review

12. TREATMENT RIGHTS 4

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 1 C. Medical Care
- 2 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 1 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 3

- 3 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 3

15. RESIDENT/RESIDENT ASSAULT 2

16. DEATH 0

TOTAL INFORMATION CASES 58

FISCAL YEAR 2008

THOMAS B. FINAN CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 2008

Thomas B. Finan Center

INFORMATION/ASSISTANCE REQUESTS

58

SEX	#	%	AGE	#	%	RACE	#	%
Female	22	37.9	<18	0	0.0	African American	10	17.2
Male	34	58.6	18-44	30	51.7	Asian	1	1.7
Class	2	3.4	45-64	21	36.2	Caucasian	44	75.9
Total	58		65+	5	8.6	Hispanic	0	0.0
			Class	2	3.4	Other	1	1.7
			Total	58		Class	2	3.4
						Total	58	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2008

Thomas B. Finan Center

CLINICAL REVIEW PANELS

				<u>Legal Status</u>	
Patients Scheduled for One or More Panels	11				
Scheduled as an Initial Panel	8	47.1 %	Not Criminally Responsible	2	11.8 %
Scheduled Less than 90 Days Since Last Panel	0	52.9 %	Incompetent to Stand Trial	0	0.0 %
Scheduled More than 90 Days Since Last Panel	9	0.0 %	Civilly Committed	0	0.0 %
Total Number of Panels Scheduled	17				

Decision by Panel

Medication Approved	14	82.4 %
Medication Not Approved	2	11.8 %
No Decision Reached	1	5.9 %
Cancelled Prior to Panel	0	0.0 %

Patient Response to Panel Decision

Decision Not Appealed	7	50.0 %
Decision Appealed to ALJ	7	50.0 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 7

Decision by Administrative Law Judge

CRP Decision Upheld	4	57.1 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	3	42.9 %

Patient Response to Panel Decision

Decision Not Appealed	1	25.0 %
Decision Appealed to CC	3	75.0 %

Representation by Legal Assistance Provider 5

CIRCUIT COURT APPEALS

Number of Appeals Filed 3

Decision by Circuit Court

CRP Decision Upheld	3	100.0 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	0	0.0 %

Representation by Legal Assistance Provider 3

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Thomas B. Finan Center

PANELS SCHEDULED 17

SEX	#	%	AGE	#	%	RACE	#	%
Female	7	41.0	<18	0	0.0	African-American	2	12.0
Male	10	59.0	18-44	13	76.0	Asian	2	12.0
Total	17		45-64	2	12.0	Caucasian	13	76.0
			65+	2	12.0	Hispanic	0	0.0
			Total	17		Other	0	0.0
						Total	17	

RESIDENT GRIEVANCE SYSTEM

CLIFTON T. PERKINS HOSPITAL CENTER

FISCAL YEAR 2008

**Susan Thomas
Rights Advisor**

**Edward Fowler
Rights Advisor**

**Gregory Wyatt
Rights Advisor**

CLIFTON T. PERKINS HOSPITAL CENTER
FISCAL YEAR 08

GRIEVANCES	161
INFORMATION/ASSISTANCE CASES	188
CLINICAL REVIEW PANELS	40
TOTAL RIGHTS ADVISOR CONTACTS	389

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	50	0
ADMISSION/DISCHARGE/TRANSFER	1	7
CIVIL RIGHTS	38	9
COMMUNICATIONS/VISITS	14	7
CONFIDENTIALITY	7	5
ENVIRONMENTAL	9	10
FREEDOM OF MOVEMENT	9	4
MONEY	2	19
NEGLECT	3	0
PERSONAL PROPERTY	4	4
RIGHTS PROTECTION SYSTEM	2	12
TREATMENT RIGHTS	18	15
OTHER	0	3
NO RIGHT INVOLVED	3	7
RESIDENT/RESIDENT ASSAULT	0	85
DEATH	0	1
TOTAL	161	188

DECISION AND ACTION (GRIEVANCE CASES) - FY 2008

Clifton T. Perkins Hospital Center

STAGE 1 - RIGHTS ADVISOR 161 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	22	13.7 %	Resolved	45	28.0 %
Invalid	54	33.5 %	Withdrawn	47	29.2 %
Inconclusive	79	49.1 %	Outside Referral	0	0.0 %
Not Investigated	6	3.7 %			
Total Number of Cases Closed At Stage 1			92	57.1 %	
Total Number of Cases Referred To Stage 2-3			69	42.9 %	

STAGE 2 - UNIT DIRECTOR 69 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	5	7.2 %	Resolved	10	14.5 %
Invalid	38	55.1 %	Withdrawn	11	15.9 %
Inconclusive	26	37.7 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			21	30.4 %	
Total Number of Cases Referred To Next Stage			48	69.6 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE 11 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	0.0 %	Resolved	0	0.0 %
Invalid	6	54.5 %	Withdrawn	2	18.2 %
Inconclusive	5	45.5 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3A			2	18.2 %	
Total Number of Cases Referred To Stage 3B			9	81.8 %	

STAGE 3B - SUPERINTENDENT/CEO 45 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	2	4.4 %	Resolved	10	22.2 %
Invalid	22	48.9 %	Withdrawn	11	24.4 %
Inconclusive	21	46.7 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3B			21	46.7 %	
Total Number of Cases Referred To Stage 4			24	53.3 %	

STAGE 4 - CENTRAL REVIEW COMMITTEE 25 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	1	4.0 %	Resolved	13	52.0 %
Invalid	9	36.0 %	Withdrawn	12	48.0 %
Inconclusive	15	60.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 4			25	100.0 %	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 50

- 32 A. Physical
- 4 B. Sexual
- 14 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 1

- 0 B. Hearing
- 0 A. Admission
- 1 C. Transfer
- 0 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 38

- 0 A. Abortion
- 13 B. Addressing A Resident
- 1 C. Barrier Free Design
- 4 D. Business and Personal
- 0 E. Competency
- 5 F. Dignity
- 3 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 2 M. Privacy
- 3 N. Religion
- 0 O. Sexuality
- 7 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 14

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 4 E. Telephone
- 10 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 7

- 2 A. Records
- 4 B. Privileged Communications
- 1 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 9

- 0 A. Clothing
- 3 B. Diet
- 0 C. Personal Hygiene
- 1 D. Safety
- 4 E. Sanitary
- 1 F. Humane

7. FREEDOM OF MOVEMENT 9

- 1 A. Building and Grounds
- 2 B. General Restrictions
- 3 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 3 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 2

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 2 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 3

10. PERSONAL PROPERTY 4

- 1 A. Exclusion
- 0 B. Limitations
- 1 C. Protection
- 2 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 2

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 1 E. Timely Impartial Investigation
- 1 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 18

- 6 A. Individual Treatment Plan
- 0 B. Informed Consent
- 4 C. Medical Care
- 4 D. Medication
- 2 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 2 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 3

15. RESIDENT/RESIDENT ASSAULT 0

16. DEATH 0

TOTAL GRIEVANCE CASES 161

FISCAL YEAR 2008

Clifton T. Perkins Hospital Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

Clifton T. Perkins Hospital Center

GRIEVANCES 161

SEX	#	%
Female	21	13.0
Male	139	86.3
Class	1	0.6
Total	161	

AGE	#	%
<18	1	0.6
18-44	123	76.4
45-64	36	22.4
65+	0	0.0
Class	1	0.6
Total	161	

RACE	#	%
African American	104	64.6
Asian	0	0.0
Caucasian	52	32.3
Hispanic	1	0.6
Other	3	1.9
Class	1	0.6
Total	161	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 7

- 0 A. Admission
- 1 B. Hearing
- 0 C. Transfer
- 6 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 9

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 3 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 1 H. Education
- 1 I. Labor and Compensation
- 2 J. Marriage and Divorce
- 1 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 1 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 7

- 5 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 1 E. Telephone
- 1 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 5

- 3 A. Records
- 1 B. Privileged Communications
- 1 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 10

- 2 A. Clothing
- 4 B. Diet
- 2 C. Personal Hygiene
- 1 D. Safety
- 0 E. Sanitary
- 1 F. Humane

7. FREEDOM OF MOVEMENT 4

- 0 A. Building and Grounds
- 3 B. General Restrictions
- 1 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 19

- 1 A. Dissipation of Assets
- 0 B. Easy Access
- 2 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 16 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 4

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 2 D. Purchase or Receive
- 2 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 12

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 12 H. Legal Case Review

12. TREATMENT RIGHTS 15

- 8 A. Individual Treatment Plan
- 0 B. Informed Consent
- 2 C. Medical Care
- 2 D. Medication
- 2 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 1 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 3

- 1 A. Forensic Issues
- 0 B. Guardianship
- 2 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 7

15. RESIDENT/RESIDENT ASSAULT 85

16. DEATH 1

TOTAL INFORMATION CASES 188

FISCAL YEAR 2008

CLIFTON T. PERKINS HOSPITAL CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES) FY 2008

Clifton T. Perkins Hospital Center

INFORMATION/ASSISTANCE REQUESTS 188

SEX	#	%	AGE	#	%	RACE	#	%
Female	14	7	<18	0	0	African American	126	67
Male	173	92	18-44	118	63	Asian	1	0.5
Class	1	0.5	45-64	68	36	Caucasian	55	29
Total	188		65+	1	1	Hispanic	2	1.1
			Class	1	0.5	Other	3	2
			Total	188		Class	1	0.5
						Total	188	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2008

Clifton T. Perkins Hospital Center

CLINICAL REVIEW PANELS

Patients Scheduled for One or More Panels	21					<u>Legal Status</u>		
Scheduled as an Initial Panel	14	35.0 %	Not Criminally Responsible	14	35.0 %			
Scheduled Less than 90 Days Since Last Panel	4	45.0 %	Incompetent to Stand Trial	20	50.0 %			
Scheduled More than 90 Days Since Last Panel	18	10.0 %	Civilly Committed	0	0.0 %			
Total Number of Panels Scheduled	40							

Decision by Panel

Medication Approved	28	70.0 %
Medication Not Approved	6	15.0 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	6	15.0 %

Patient Response to Panel Decision

Decision Not Appealed	7	25.0 %
Decision Appealed to ALJ	21	75.0 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 21

Decision by Administrative Law Judge

CRP Decision Upheld	12	57.1 %
CRP Decision Overturned	3	14.3 %
Appeal Withdrawn/No Decision	6	28.6 %

Patient Response to Panel Decision

Decision Not Appealed	6	50.0 %
Decision Appealed to CC	6	50.0 %

Representation by Legal Assistance Provider 16

CIRCUIT COURT APPEALS

Number of Appeals Filed 6

Decision by Circuit Court

CRP Decision Upheld	3	50.0 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	3	50.0 %

Representation by Legal Assistance Provider 0

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Clifton T. Perkins Hospital Center

PANELS SCHEDULED 40

SEX	#	%	AGE	#	%	RACE	#	%
Female	1	2.0	<18	0	0.0	African-American	35	88.0
Male	39	98.0	18-44	19	48.0	Asian	0	0.0
Total	40		45-64	21	52.0	Caucasian	4	10.0
			65+	0	0.0	Hispanic	1	2.0
			Total	40		Other	0	0.0
						Total	40	

RESIDENT GRIEVANCE SYSTEM

**REGIONAL INSTITUTE
FOR CHILDREN AND ADOLESCENTS
BALTIMORE**

FISCAL YEAR 2008

**Harry Evans III
Rights Advisor**

**RICA-BALTIMORE
FISCAL YEAR 08**

GRIEVANCES	130
INFORMATION/ASSISTANCE CASES	45
CLINICAL REVIEW PANELS	0
TOTAL RIGHTS ADVISOR CONTACTS	175

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	2	0
ADMISSION/DISCHARGE/TRANSFER	3	3
CIVIL RIGHTS	16	1
COMMUNICATIONS/VISITS	4	0
CONFIDENTIALITY	1	0
ENVIRONMENTAL	17	1
FREEDOM OF MOVEMENT	54	0
MONEY	4	3
NEGLECT	0	0
PERSONAL PROPERTY	8	0
RIGHTS PROTECTION SYSTEM	1	37
TREATMENT RIGHTS	7	0
OTHER	1	0
NO RIGHT INVOLVED	9	0
RESIDENT/RESIDENT ASSAULT	3	0
DEATH	0	0
TOTAL	130	45

DECISION AND ACTION (GRIEVANCE CASES) - FY 20 08

RICA-Baltimore

STAGE 1 - RIGHTS 130 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	33	%	Resolved	111	%
Invalid	28	%	Withdrawn	5	%
Inconclusive	65	%	Outside Referral	5	%
Not Investigated	4	%			
Total Number of Cases Closed At Stage 1			121	%	
Total Number of Cases Referred To Stage 2-3			9	%	

STAGE 2 - UNIT DIRECTOR 8 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	2	%	Resolved	6	%
Invalid	1	%	Withdrawn	0	%
Inconclusive	5	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 2			6	%	
Total Number of Cases Referred To Next Stage			2	%	

STAGE 3A - RESIDENT RIGHTS 0 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A			0	%	
Total Number of Cases Referred To Stage 3B			0	%	

STAGE 3B - SUPERINTENDENT/CEO 3 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	1	%	Resolved	3	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	2	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3B			3	%	
Total Number of Cases Referred To Stage 4			0	%	

STAGE 4 - CENTRAL REVIEW 0 GRIEVANCES

Decision at Stage 4			Action at Stage 4 Jurisdiction		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			0	%	

Alternative

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 2

- 2 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 3

- 0 B. Hearing
- 0 A. Admission
- 0 C. Transfer
- 2 D. Discharge
- 1 E. Respite Care

3. CIVIL RIGHTS 16

- 0 A. Abortion
- 7 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 1 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 5 H. Education
- 1 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 2 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 4

- 1 A. Attorney/Legal Matters
- 1 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 2 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 0 A. Records
- 1 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 17

- 0 A. Clothing
- 6 B. Diet
- 1 C. Personal Hygiene
- 1 D. Safety
- 5 E. Sanitary
- 4 F. Humane

7. FREEDOM OF MOVEMENT 54

- 0 A. Building and Grounds
- 1 B. General Restrictions
- 48 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 3 E. Restraint
- 2 F. Seclusion
- 0 G. Quiet Room

8. MONEY 4

- 0 A. Dissipation of Assets
- 1 B. Easy Access
- 1 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 2 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 8

- 0 A. Exclusion
- 1 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 7 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 1

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 1 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 7

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 1 C. Medical Care
- 5 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 1 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 1

- 1 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 9

15. RESIDENT/RESIDENT ASSAULT 3

16. DEATH 0

TOTAL GRIEVANCE CASES 130

FISCAL YEAR 2008

RICA-Baltimore

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

RICA-Baltimore

GRIEVANCE 130

SEX	#	%
Female	65	50.4
Male	65	50.4
Class	0	0.0
Total	130	

AGE	#	%
<18	129	100.0
18-44	1	0.8
45-64	0	0.0
65+	0	0.0
Class	8	6.2
Total	130	

RACE	#	%
African American	77	59.7
Asian	0	0.0
Caucasian	45	34.9
Hispanic	0	0.0
Other	0	0.0
Class	8	6.2
Total	130	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 3

- 0 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 3 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 1

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 1 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 0

- 0 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 1

- 0 A. Clothing
- 0 B. Diet
- 1 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 3

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 3 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 37

- 0 A. Complaint Forms
- 31 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 6 H. Legal Case Review

12. TREATMENT RIGHTS 0

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 0 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 0

16. DEATH 0

TOTAL INFORMATION CASES 45

FISCAL YEAR 2008

RICA-BALTIMORE

DEMOGRAPHIC INFORMATION(INFORMATION CASES) FY 2008

RICA-Baltimore

INFORMATION/ASSISTANCE 45

SEX	#	%
Female	11	25
Male	33	75
Class	1	2.3
Total	45	

AGE	#	%
<18	45	102
18-44	0	0
45-64	0	0
65+	0	0
Class	0	0
Total	45	

RACE	#	%
African American	27	61
Asian	0	0.0
Caucasian	16	36
Hispanic	0	0.0
Other	0	0
Class	2	4.5
Total	45	

RESIDENT GRIEVANCE SYSTEM

**JOHN L. GILDNER REGIONAL INSTITUTE
FOR CHILDREN AND ADOLESCENTS
ROCKVILLE**

FISCAL YEAR 2008

**Harry Evans III
Rights Advisor**

**RICA-ROCKVILLE
FISCAL YEAR 08**

GRIEVANCES	41
INFORMATION/ASSISTANCE CASES	93
CLINICAL REVIEW PANELS	0
TOTAL RIGHTS ADVISOR CONTACTS	134

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	1	0
ADMISSION/DISCHARGE/TRANSFER	4	2
CIVIL RIGHTS	9	0
COMMUNICATIONS/VISITS	2	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	2	0
FREEDOM OF MOVEMENT	11	0
MONEY	0	3
NEGLECT	0	0
PERSONAL PROPERTY	6	0
RIGHTS PROTECTION SYSTEM	0	86
TREATMENT RIGHTS	3	1
OTHER	0	0
NO RIGHT INVOLVED	1	1
RESIDENT/RESIDENT ASSAULT	2	0
DEATH	0	0
TOTAL	41	93

DECISION AND ACTION (GRIEVANCE CASES) - FY 2008

RICA-Rockville

STAGE 1 - RIGHTS ADVISOR

41 GRIEVANCES

Decision at Stage 1

Valid	7	17.1 %
Invalid	8	19.5 %
Inconclusive	25	61.0 %
Not Investigated	1	2.4 %

Action at Stage 1

Resolved	34	82.9 %
Withdrawn	1	2.4 %
Outside Referral	3	7.3 %

Total Number of Cases Closed At Stage 1 38 92.7 %

Total Number of Cases Referred To Stage 2-3 3 7.3 %

STAGE 2 - UNIT DIRECTOR

3 GRIEVANCES

Decision at Stage 2

Valid	2	66.7 %
Invalid	0	0.0 %
Inconclusive	1	33.3 %

Action at Stage 2

Resolved	3	100.0 %
Withdrawn	0	0.0 %
Outside Referral	0	0.0 %

Total Number of Cases Closed At Stage 2 3 100.0 %

Total Number of Cases Referred To Next Stage 0 0.0 %

STAGE 3A - RESIDENT RIGHTS COMMITTEE

0 GRIEVANCES

Decision at Stage 3A

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 3A

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 3A 0 %

Total Number of Cases Referred To Stage 3B 0 %

STAGE 3B - SUPERINTENDENT/CEO

0 GRIEVANCES

Decision at Stage 3B

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 3B

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 3B 0 %

Total Number of Cases Referred To Stage 4 0 %

STAGE 4 - CENTRAL REVIEW COMMITTEE

0 GRIEVANCES

Decision at Stage 4

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 4

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 4 0 %

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 1

- 1 A. Physical
- 0 B. Sexual
- 0 C. Mental

2. ADMISSION/DISCHARGE/TRANSFER 4

- 0 B. Hearing
- 0 A. Admission
- 0 C. Transfer
- 4 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 9

- 0 A. Abortion
- 4 B. Verbal Abuse
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 4 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 1 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 2

- 1 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 1 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 0

- 0 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 2

- 0 A. Clothing
- 0 B. Diet
- 1 C. Personal Hygiene
- 0 D. Safety
- 1 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 11

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 11 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 0

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 6

- 0 A. Exclusion
- 3 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 3 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 3

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 2 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 1 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 1

15. RESIDENT/RESIDENT ASSAULT 2

16. DEATH 0

TOTAL GRIEVANCE CASES 41

FISCAL YEAR 2008

RICA-Rockville

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

RICA-Rockville

GRIEVANCES 41

SEX	#	%
Female	13	31.7
Male	27	65.9
Class	1	2.4
Total	41	

AGE	#	%
<18	39	95.1
18-44	2	4.9
45-64	0	0.0
65+	0	0.0
Class	1	2.4
Total	41	

RACE	#	%
African American	14	34.1
Asian	0	0.0
Caucasian	25	61.0
Hispanic	1	2.4
Other	0	0.0
Class	1	2.4
Total	41	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 2

- 0 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 2 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 0

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 0

- 0 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 0

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 3

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 3 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 86

- 0 A. Complaint Forms
- 80 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 6 H. Legal Case Review

12. TREATMENT RIGHTS 1

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 1 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED /

15. RESIDENT/RESIDENT ASSAULT 1

16. DEATH 0

TOTAL INFORMATION CASES 93

FISCAL YEAR 2008

RICA-ROCKVILLE

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 2008

RICA-Rockville

INFORMATION/ASSISTANCE REQUESTS

93

SEX	#	%	AGE	#	%	RACE	#	%
Female	31	33.3	<18	93	100.0	African American	40	43.0
Male	62	66.7	18-44	0	0.0	Asian	0	0.0
Class	0	0.0	45-64	0	0.0	Caucasian	38	40.9
Total	93		65+	0	0.0	Hispanic	15	16.1
			Class	0	0.0	Other	0	0.0
			Total	93		Class	0	0.0
						Total	93	

RESIDENT GRIEVANCE SYSTEM

**REGIONAL INSTITUTE
FOR CHILDREN AND ADOLESCENTS
SOUTHERN**

FISCAL YEAR 2008

**Harry Evans III
Rights Advisor**

RICA-SOUTHERN
FISCAL YEAR 08

GRIEVANCES	25
INFORMATION/ASSISTANCE CASES	23
CLINICAL REVIEW PANELS	0
TOTAL RIGHTS ADVISOR CONTACTS	48

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	1	0
ADMISSION/DISCHARGE/TRANSFER	5	2
CIVIL RIGHTS	2	0
COMMUNICATIONS/VISITS	1	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	8	0
FREEDOM OF MOVEMENT	2	0
MONEY	0	1
NEGLECT	0	0
PERSONAL PROPERTY	2	0
RIGHTS PROTECTION SYSTEM	0	20
TREATMENT RIGHTS	1	0
OTHER	0	0
NO RIGHT INVOLVED	2	0
RESIDENT/RESIDENT ASSAULT	1	0
DEATH	0	0
TOTAL	25	23

DECISION AND ACTION (GRIEVANCE CASES) - FY 2008

RICA-Southern

STAGE 1 - RIGHTS ADVISOR

25 GRIEVANCES

Decision at Stage 1

Valid	13	52.0 %
Invalid	5	20.0 %
Inconclusive	7	28.0 %
Not Investigated	0	0.0 %

Action at Stage 1

Resolved	17	68.0 %
Withdrawn	0	0.0 %
Outside Referral	4	16.0 %

Total Number of Cases Closed At Stage 1 21 84.0 %

Total Number of Cases Referred To Stage 2-3 4 16.0 %

STAGE 2 - UNIT DIRECTOR

2 GRIEVANCES

Decision at Stage 2

Valid	2	100.0 %
Invalid	0	0.0 %
Inconclusive	0	0.0 %

Action at Stage 2

Resolved	2	100.0 %
Withdrawn	0	0.0 %
Outside Referral	0	0.0 %

Total Number of Cases Closed At Stage 2 2 100.0 %

Total Number of Cases Referred To Next Stage 0 0.0 %

STAGE 3A - RESIDENT RIGHTS COMMITTEE

0 GRIEVANCES

Decision at Stage 3A

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 3A

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 3A 0 %

Total Number of Cases Referred To Stage 3B 0 %

STAGE 3B - SUPERINTENDENT/CEO

4 GRIEVANCES

Decision at Stage 3B

Valid	4	100.0 %
Invalid	0	0.0 %
Inconclusive	0	0.0 %

Action at Stage 3B

Resolved	4	100.0 %
Withdrawn	0	0.0 %
Outside Referral	0	0.0 %

Total Number of Cases Closed At Stage 3B 4 100.0 %

Total Number of Cases Referred To Stage 4 0 0.0 %

STAGE 4 - CENTRAL REVIEW COMMITTEE

0 GRIEVANCES

Decision at Stage 4

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 4

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 4 0 %

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 1

- 1 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 5

- 0 B. Hearing
- 0 A. Admission
- 1 C. Transfer
- 4 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 2

- 0 A. Abortion
- 1 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 1 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 1

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 1 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 0

- 0 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 8

- 1 A. Clothing
- 2 B. Diet
- 1 C. Personal Hygiene
- 3 D. Safety
- 0 E. Sanitary
- 1 F. Humane

7. FREEDOM OF MOVEMENT 2

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 2 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 0

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 2

- 0 A. Exclusion
- 1 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 1 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 1

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 1 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 2

15. RESIDENT/RESIDENT ASSAULT 1

16. DEATH 0

TOTAL GRIEVANCE CASES 25

FISCAL YEAR 2008

RICA-Southern

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

RICA-Southern

GRIEVANCES 25

SEX	#	%
Female	0	0.0
Male	25	100.0
Class	0	0.0
Total	25	

AGE	#	%
<18	21	84.0
18-44	4	16.0
45-64	0	0.0
65+	0	0.0
Class	6	24.0
Total	25	

RACE	#	%
African American	15	60.0
Asian	0	0.0
Caucasian	4	16.0
Hispanic	0	0.0
Other	0	0.0
Class	6	24.0
Total	25	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental

2. ADMISSION/DISCHARGE/TRANSFER 2

- 0 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 2 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 0

- 0 A. Abortion
- 0 B. Verbal Abuse
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 0

- 0 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 0

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 1

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 1 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 20

- 0 A. Complaint Forms
- 17 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 3 H. Legal Case Review

12. TREATMENT RIGHTS 0

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 0 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 0

16. DEATH 0

TOTAL INFORMATION CASES 23

FISCAL YEAR 2008

RICA-SOUTHERN

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 2008

RICA-Southern

INFORMATION/ASSISTANCE REQUESTS

23

SEX	#	%	AGE	#	%	RACE	#	%
Female	0	0.0	<18	21	91.3	African American	19	82.6
Male	23	100.0	18-44	2	8.7	Asian	0	0.0
Class	0	0.0	45-64	0	0.0	Caucasian	4	17.4
Total	23		65+	0	0.0	Hispanic	0	0.0
			Class	0	0.0	Other	0	0.0
			Total	23		Class	0	0.0
						Total	23	

RESIDENT GRIEVANCE SYSTEM

SPRINGFIELD HOSPITAL CENTER

FISCAL YEAR 2008

**George Lyons
Rights Advisor**

**Charlotte Simmons
Rights Advisor**

SPRINGFIELD HOSPITAL CENTER
FISCAL YEAR 08

GRIEVANCES	230
INFORMATION/ASSISTANCE CASES	343
CLINICAL REVIEW PANELS	43
TOTAL RIGHTS ADVISOR CONTACTS	616

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	51	0
ADMISSION/DISCHARGE/TRANSFER	4	2
CIVIL RIGHTS	26	3
COMMUNICATIONS/VISITS	8	0
CONFIDENTIALITY	8	0
ENVIRONMENTAL	26	1
FREEDOM OF MOVEMENT	23	0
MONEY	0	30
NEGLECT	0	0
PERSONAL PROPERTY	9	0
RIGHTS PROTECTION SYSTEM	7	38
TREATMENT RIGHTS	57	1
OTHER	2	1
NO RIGHT INVOLVED	4	1
RESIDENT/RESIDENT ASSAULT	5	255
DEATH	0	11
TOTAL	230	343

DECISION AND ACTION (GRIEVANCE CASES) - FY 2008

Springfield Hospital Center

STAGE 1 - RIGHTS ADVISOR 230 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	36	15.7 %	Resolved	161	70.0 %
Invalid	137	59.6 %	Withdrawn	3	1.3 %
Inconclusive	56	24.3 %	Outside Referral	1	0.4 %
Not Investigated	1	0.4 %			
Total Number of Cases Closed At Stage 1			165	71.7 %	
Total Number of Cases Referred To Stage 2-3			65	28.3 %	

STAGE 2 - UNIT DIRECTOR 58 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	4	6.9 %	Resolved	8	13.8 %
Invalid	50	86.2 %	Withdrawn	0	0.0 %
Inconclusive	4	6.9 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			8	13.8 %	
Total Number of Cases Referred To Next Stage			50	86.2 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE 0 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A			0	%	
Total Number of Cases Referred To Stage 3B			0	%	

STAGE 3B - SUPERINTENDENT/CEO 49 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	4	8.2 %	Resolved	49	100.0 %
Invalid	41	83.7 %	Withdrawn	0	0.0 %
Inconclusive	4	8.2 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3B			49	100.0 %	
Total Number of Cases Referred To Stage 4			0	0.0 %	

STAGE 4 - CENTRAL REVIEW COMMITTEE 0 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			0	%	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 51

- 46 A. Physical
- 2 B. Sexual
- 2 C. Mental
- 1 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 4

- 0 B. Hearing
- 0 A. Admission
- 1 C. Transfer
- 3 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 26

- 0 A. Abortion
- 13 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 1 E. Competency
- 3 F. Dignity
- 2 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 2 L. Personal Search
- 2 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 3 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 8

- 1 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 3 E. Telephone
- 4 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 8

- 6 A. Records
- 2 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 26

- 2 A. Clothing
- 5 B. Diet
- 1 C. Personal Hygiene
- 7 D. Safety
- 5 E. Sanitary
- 6 F. Humane

7. FREEDOM OF MOVEMENT 23

- 9 A. Building and Grounds
- 6 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 5 E. Restraint
- 2 F. Seclusion
- 1 G. Quiet Room

8. MONEY 0

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 9

- 1 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 8 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 7

- 0 A. Complaint Forms
- 1 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 1 E. Timely Impartial Investigation
- 1 F. Complaint Procedure
- 4 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 57

- 5 A. Individual Treatment Plan
- 0 B. Informed Consent
- 19 C. Medical Care
- 22 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 1 H. Name of Treatment Staff
- 10 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 2

- 0 A. Forensic Issues
- 1 B. Guardianship
- 1 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 4

15. RESIDENT/RESIDENT ASSAULT 5

16. DEATH 0

TOTAL GRIEVANCE CASES 230

FISCAL YEAR 2008

Springfield Hospital Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

Springfield Hospital Center

GRIEVANCES 230

SEX	#	%
Female	111	48.3
Male	116	50.4
Class	3	1.3
Total	230	

AGE	#	%
<18	0	0.0
18-44	114	49.6
45-64	100	43.5
65+	13	5.7
Class	3	1.3
Total	230	

RACE	#	%
African American	90	39.1
Asian	0	0.0
Caucasian	123	53.5
Hispanic	3	1.3
Other	11	4.8
Class	3	1.3
Total	230	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 1

- 1 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 2

- 0 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 2 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 4

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 1 P. Harassment
- 0 Q. Voting
- 3 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 0

- 0 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 1

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 1 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 30

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 1 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 29 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 38

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 38 H. Legal Case Review

12. TREATMENT RIGHTS 1

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 0 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 1 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 1

- 0 A. Forensic Issues
- 1 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 1

15. RESIDENT/RESIDENT ASSAULT 253

16. DEATH 11

TOTAL INFORMATION CASES 343

FISCAL YEAR 2008

SPRINGFIELD HOSPITAL CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES) FY 2008

Springfield Hospital Center

INFORMATION/ASSISTANCE

343

SEX	#	%	AGE	#	%	RACE	#	%
Female	130	39	<18	1	0	African American	161	47
Male	212	61	18-44	182	52	Asian	4	1.2
Class	1	0.3	45-64	142	43	Caucasian	160	48
Total	343		65+	17	5	Hispanic	5	1.4
			Class	1	0.3	Other	12	3
			Total	343		Class	1	0.3
						Total	343	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2008

Springfield Hospital Center

CLINICAL REVIEW PANELS

Patients Scheduled for One or More Panels		32	<u>Legal Status</u>			
Scheduled as an Initial Panel	26	60.5 %	Not Criminally Responsible	10	23.3 %	
Scheduled Less than 90 Days Since Last Panel	2	2.3 %	Incompetent to Stand Trial	20	46.5 %	
Scheduled More than 90 Days Since Last Panel	1	27.9 %	Civilly Committed	0	0.0 %	
Total Number of Panels Scheduled	43					

Decision by Panel

Medication Approved	33	76.7 %
Medication Not Approved	2	4.7 %
No Decision Reached	2	4.7 %
Cancelled Prior to Panel	6	14.0 %

Patient Response to Panel Decision

Decision Not Appealed	13	39.4 %
Decision Appealed to ALJ	20	60.6 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 20

Decision by Administrative Law Judge

CRP Decision Upheld	14	70.0 %
CRP Decision Overturned	3	15.0 %
Appeal Withdrawn/No Decision	3	15.0 %

Patient Response to Panel Decision

Decision Not Appealed	5	35.7 %
Decision Appealed to CC	9	64.3 %

Representation by Legal Assistance Provider 8

CIRCUIT COURT APPEALS

Number of Appeals Filed 9

Decision by Circuit Court

CRP Decision Upheld	8	88.9 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	1	11.1 %

Representation by Legal Assistance Provider 6

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Springfield Hospital Center

PANELS SCHEDULED 43

SEX	#	%	AGE	#	%	RACE	#	%
Female	24	56.0	<18	0	0.0	African-American	29	67.0
Male	19	44.0	18-44	17	40.0	Asian	0	0.0
Total	43		45-64	20	47.0	Caucasian	12	28.0
			65+	6	14.0	Hispanic	1	2.0
			Total	43		Other	1	2.0
						Total	43	

RESIDENT GRIEVANCE SYSTEM

SPRING GROVE HOSPITAL CENTER

FISCAL YEAR 2008

**ANNE HARRISON
RIGHTS ADVISOR**

**CHARLOTTE SIMMONS
RIGHTS ADVISOR**

**SPRING GROVE HOSPITAL CENTER
FISCAL YEAR 08**

GRIEVANCES	278
INFORMATION/ASSISTANCE CASES	364
CLINICAL REVIEW PANELS	17
TOTAL RIGHTS ADVISOR CONTACTS	659

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	48	1
ADMISSION/DISCHARGE/TRANSFER	13	2
CIVIL RIGHTS	22	2
COMMUNICATIONS/VISITS	10	0
CONFIDENTIALITY	6	0
ENVIRONMENTAL	37	1
FREEDOM OF MOVEMENT	22	3
MONEY	1	47
NEGLECT	1	0
PERSONAL PROPERTY	28	0
RIGHTS PROTECTION SYSTEM	1	28
TREATMENT RIGHTS	75	5
OTHER	5	13
NO RIGHT INVOLVED	2	4
RESIDENT/RESIDENT ASSAULT	7	252
DEATH	0	6
TOTAL	278	364

DECISION AND ACTION (GRIEVANCE CASES) - FY 20 08

Spring Grove Hospital Center

STAGE 1 - RIGHTS 278 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	62	%	Resolved	157	%
Invalid	135	%	Withdrawn	8	%
Inconclusive	68	%	Outside Referral	1	%
Not Investigated	13	%			
Total Number of Cases Closed At Stage 1			166	%	
Total Number of Cases Referred To Stage 2-3			112	%	

STAGE 2 - UNIT DIRECTOR 112 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	20	%	Resolved	55	%
Invalid	77	%	Withdrawn	1	%
Inconclusive	15	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 2			56	%	
Total Number of Cases Referred To Next Stage			56	%	

STAGE 3A - RESIDENT RIGHTS 8 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	%	Resolved	0	%
Invalid	7	%	Withdrawn	1	%
Inconclusive	1	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A			1	%	
Total Number of Cases Referred To Stage 3B			7	%	

STAGE 3B - SUPERINTENDENT/CEO 55 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	2	%	Resolved	52	%
Invalid	46	%	Withdrawn	1	%
Inconclusive	7	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3B			53	%	
Total Number of Cases Referred To Stage 4			2	%	

STAGE 4 - CENTRAL REVIEW 2 GRIEVANCES

Decision at Stage 4			Action at Stage 4 Jurisdiction		
Valid	0	%	Resolved	2	%
Invalid	1	%	Withdrawn	0	%
Inconclusive	1	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			2	%	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 48

- 47 A. Physical
- 1 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 13

- 0 B. Hearing
- 0 A. Admission
- 2 C. Transfer
- 11 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 22

- 0 A. Abortion
- 6 B. Addressing A Resident
- 0 C. Barrier Free Design
- 1 D. Business and Personal
- 0 E. Competency
- 6 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 2 L. Personal Search
- 6 M. Privacy
- 1 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 10

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 4 E. Telephone
- 5 F. Mail
- 1 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 6

- 6 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 37

- 3 A. Clothing
- 3 B. Diet
- 7 C. Personal Hygiene
- 16 D. Safety
- 4 E. Sanitary
- 4 F. Humane

7. FREEDOM OF MOVEMENT 22

- 4 A. Building and Grounds
- 1 B. General Restrictions
- 8 C. Least Restrictive Alternative
- 3 D. Leave of Absence
- 1 E. Restraint
- 1 F. Seclusion
- 4 G. Quiet Room

8. MONEY 1

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 1 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 1

10. PERSONAL PROPERTY 28

- 3 A. Exclusion
- 2 B. Limitations
- 0 C. Protection
- 2 D. Purchase or Receive
- 0 E. Receipt
- 1 F. Storage
- 20 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 1

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 1 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 75

- 12 A. Individual Treatment Plan
- 3 B. Informed Consent
- 26 C. Medical Care
- 15 D. Medication
- 1 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 18 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 5

- 2 A. Forensic Issues
- 1 B. Guardianship
- 2 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 2

15. RESIDENT/RESIDENT ASSAULT 7

16. DEATH 0

TOTAL GRIEVANCE CASES 278

FISCAL YEAR 2008

Spring Grove Hospital Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 20 08

Spring Grove Hospital Center

GRIEVANCE 278

SEX	#	%
Female	116	42.0
Male	149	54.0
Class	13	4.7
Total	278	

AGE	#	%
<18	11	4.0
18-44	137	49.6
45-64	100	36.2
65+	16	5.8
Class	14	5.1
Total	278	

RACE	#	%
African American	160	58.0
Asian	1	0.4
Caucasian	98	35.5
Hispanic	3	1.1
Other	2	0.7
Class	14	5.1
Total	278	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 1

- 1 A. Physical
- 0 B. Sexual
- 0 C. Mental

2. ADMISSION/DISCHARGE/TRANSFER 2

- 1 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 1 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 2

- 0 A. Abortion
- 0 B. Verbal Abuse
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 1 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 1 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 0

- 0 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 1

- 0 A. Clothing
- 1 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 3

- 1 A. Building and Grounds
- 0 B. General Restrictions
- 1 C. Least Restrictive Alternative
- 1 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 47

- 0 A. Dissipation of Assets
- 1 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 46 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 28

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 1 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 27 H. Legal Case Review

12. TREATMENT RIGHTS 5

- 1 A. Individual Treatment Plan
- 1 B. Informed Consent
- 0 C. Medical Care
- 1 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 2 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 13

- 10 A. Forensic Issues
- 0 B. Guardianship
- 3 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 4

15. RESIDENT/RESIDENT ASSAULT 252

16. DEATH 6

TOTAL INFORMATION CASES 364

FISCAL YEAR 2008

SPRING GROVE HOSPITAL CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES) FY 2008

Spring Grove Hospital Center

INFORMATION/ASSISTANCE 364

SEX	#	%
Female	115	32
Male	249	69
Class	0	0.0
Total	364	

AGE	#	%
<18	31	9
18-44	181	50
45-64	148	41
65+	4	1
Class	0	0.0
Total	364	

RACE	#	%
African American	206	57
Asian	2	0.6
Caucasian	154	43
Hispanic	1	0.3
Other	1	0
Class	0	0.0
Total	364	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2008

Spring Grove Hospital Center

CLINICAL REVIEW PANELS

			<u>Legal Status</u>		
Patients Scheduled for One or More Panels	16				
Scheduled as an Initial Panel	12	70.6 %	Not Criminally Responsible	0	0.0 %
Scheduled Less than 90 Days Since Last Panel	2	5.9 %	Incompetent to Stand Trial	7	41.2 %
Scheduled More than 90 Days Since Last Panel	1	11.8 %	Civily Committed	0	0.0 %
Total Number of Panels Scheduled	17				

Decision by Panel

Medication Approved	10	58.8 %
Medication Not Approved	5	29.4 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	2	11.8 %

Patient Response to Panel Decision

Decision Not Appealed	5	50.0 %
Decision Appealed to ALJ	5	50.0 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 5

Decision by Administrative Law Judge

CRP Decision Upheld	4	80.0 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	1	20.0 %

Patient Response to Panel Decision

Decision Not Appealed	2	50.0 %
Decision Appealed to CC	2	50.0 %

Representation by Legal Assistance Provider 4

CIRCUIT COURT APPEALS

Number of Appeals Filed 2

Decision by Circuit Court

CRP Decision Upheld	1	50.0 %
ALJ Decision Overturned	1	50.0 %
Declared Moot/Withdrawn	0	0.0 %

Representation by Legal Assistance Provider 2

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Spring Grove Hospital Center

PANELS SCHEDULED 17

SEX	#	%	AGE	#	%	RACE	#	%
Female	5	29.0	<18	0	0.0	African-American	9	53.0
Male	12	71.0	18-44	5	29.0	Asian	0	0.0
Total	17		45-64	11	65.0	Caucasian	8	47.0
			65+	1	6.0	Hispanic	0	0.0
			Total	17		Other	0	0.0
						Total	17	

RESIDENT GRIEVANCE SYSTEM

UPPER SHORE COMMUNITY MENTAL

HEALTH CENTER

FISCAL YEAR 2008

**SHARON WERT
RIGHTS ADVISOR**

UPPER SHORE COMMUNITY MENTAL HEALTH FISCAL YEAR 08

GRIEVANCES	13
INFORMATION/ASSISTANCE CASES	123
CLINICAL REVIEW PANELS	2
TOTAL RIGHTS ADVISOR CONTACTS	138

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	0	0
ADMISSION/DISCHARGE/TRANSFER	1	3
CIVIL RIGHTS	8	0
COMMUNICATIONS/VISITS	0	34
CONFIDENTIALITY	1	4
ENVIRONMENTAL	1	1
FREEDOM OF MOVEMENT	0	0
MONEY	0	37
NEGLECT	0	0
PERSONAL PROPERTY	0	7
RIGHTS PROTECTION SYSTEM	0	6
TREATMENT RIGHTS	1	2
OTHER	0	0
NO RIGHT INVOLVED	0	1
RESIDENT/RESIDENT ASSAULT	1	28
DEATH	0	0
TOTAL	13	124

DECISION AND ACTION (GRIEVANCE CASES) - FY 2008

Upper Shore Community Mental Health Center

STAGE 1 - RIGHTS ADVISOR 13 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	2	15.4 %	Resolved	9	69.2 %
Invalid	4	30.8 %	Withdrawn	2	15.4 %
Inconclusive	7	53.8 %	Outside Referral	0	0.0 %
Not Investigated	0	0.0 %			
Total Number of Cases Closed At Stage 1			11	84.6 %	
Total Number of Cases Referred To Stage 2-3			2	15.4 %	

STAGE 2 - UNIT DIRECTOR 2 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	1	50.0 %	Resolved	0	0.0 %
Invalid	1	50.0 %	Withdrawn	2	100.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			2	100.0 %	
Total Number of Cases Referred To Next Stage			0	0.0 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE 0 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A			0	%	
Total Number of Cases Referred To Stage 3B			0	%	

STAGE 3B - SUPERINTENDENT/CEO 0 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3B			0	%	
Total Number of Cases Referred To Stage 4			0	%	

STAGE 4 - CENTRAL REVIEW COMMITTEE 0 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			0	%	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental

2. ADMISSION/DISCHARGE/TRANSFER 1

- 0 B. Hearing
- 0 A. Admission
- 1 C. Transfer
- 0 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 8

- 0 A. Abortion
- 3 B. Verbal Abuse
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 3 F. Dignity
- 2 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 0 A. Records
- 1 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 1

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 1 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 0

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 1

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 1 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 1

16. DEATH 0

TOTAL GRIEVANCE CASES 13

FISCAL YEAR 2008

Upper Shore Community Mental Health Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2008

Upper Shore Community Mental Health Center

GRIEVANCES 13

SEX	#	%
Female	9	69.2
Male	4	30.8
Class	0	0.0
Total	13	

AGE	#	%
<18	0	0.0
18-44	7	53.8
45-64	6	46.2
65+	0	0.0
Class	0	0.0
Total	13	

RACE	#	%
African American	3	23.1
Asian	0	0.0
Caucasian	10	76.9
Hispanic	0	0.0
Other	0	0.0
Class	0	0.0
Total	13	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 3

- 0 A. Admission
- 1 B. Hearing
- 0 C. Transfer
- 2 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 0

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 34

- 34 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 4

- 4 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 1

- 0 A. Clothing
- 1 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 37

- 1 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 36 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 7

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 7 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 6

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 6 H. Legal Case Review

12. TREATMENT RIGHTS 2

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 0 C. Medical Care
- 2 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 1

15. RESIDENT/RESIDENT ASSAULT 28

16. DEATH 0

TOTAL INFORMATION CASES 123

FISCAL YEAR 2008

UPPER SHORE COMMUNITY MENTAL HEALTH

DEMOGRAPHIC INFORMATION(INFORMATION CASES) FY 2008

Upper Shore Community Mental Health Center

INFORMATION/ASSISTANCE

123

SEX	#	%	AGE	#	%	RACE	#	%
Female	65	53	<18	0	0	African American	28	23
Male	58	48	18-44	64	52	Asian	0	0.0
Class	0	0.0	45-64	56	46	Caucasian	95	78
Total	123		65+	3	2	Hispanic	0	0.0
			Class	0	0.0	Other	0	0
			Total	123		Class	0	0.0
						Total	123	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2008

Upper Shore Community Mental Health Center

CLINICAL REVIEW PANELS

		Legal Status			
Patients Scheduled for One or More Panels	2				
Scheduled as an Initial Panel	2	100.0 %	Not Criminally Responsible	0	0.0 %
Scheduled Less than 90 Days Since Last Panel	0	0.0 %	Incompetent to Stand Trial	0	0.0 %
Scheduled More than 90 Days Since Last Panel	0	0.0 %	Civilly Committed	0	0.0 %
Total Number of Panels Scheduled	2				

Decision by Panel

Medication Approved	2	100.0 %
Medication Not Approved	0	0.0 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	0	0.0 %

Patient Response to Panel Decision

Decision Not Appealed	1	50.0 %
Decision Appealed to ALJ	1	50.0 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 1

Decision by Administrative Law Judge

CRP Decision Upheld	1	100.0 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	0	0.0 %

Patient Response to Panel Decision

Decision Not Appealed	0	0.0 %
Decision Appealed to CC	1	100.0 %

Representation by Legal Assistance Provider 1

CIRCUIT COURT APPEALS

Number of Appeals Filed 1

Decision by Circuit Court

CRP Decision Upheld	1	100.0 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	0	0.0 %

Representation by Legal Assistance Provider 0

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Upper Shore Community Mental Health Center

PANELS SCHEDULED 2

SEX	#	%	AGE	#	%	RACE	#	%
Female	0	0.0	<18	0	0.0	African-American	2	100.0
Male	2	100.0	18-44	2	100.0	Asian	0	0.0
Total	2		45-64	0	0.0	Caucasian	0	0.0
			65+	0	0.0	Hispanic	0	0.0
			Total	2		Other	0	0.0
						Total	2	

PART III

LEGAL ASSISTANCE PROVIDERS

Walter P. Carter Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Law Offices of Terri Mason
1825 Woodlawn Drive, Suite 106
Baltimore, Maryland 21207
1-877-607-9748
410-281-1270**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008**

REGION Carter Center

CONTRACTOR Law Offices of Terri Mason

The following data is a cumulative summary of data from the monthly invoices.

PART I

A. Cases Processed

1. Total number of cases opened during fiscal year	<u>30</u>
2. Total number of cases closed during fiscal year	<u>0</u>
3. Number of cases carried over from previous fiscal year	<u>19</u>
4. Total number of cases open at close of fiscal year	<u>49</u>

B. Legal Proceedings

Information details the total number of cases handled and the total number of hours billed for each legal proceeding. The total number of hours billed should be consistent with information provided on monthly invoices.

	<u>Total No. of cases handled</u>	<u>Total No. of hours billed</u>
1. Entitlements	<u>27</u>	<u>533.20</u>
2. Clinical Review Panel Administrative Appeals		
a. Administrative Hearings	<u>3</u>	<u>68.80</u>
b. Appeals to Circuit Court	<u> </u>	<u> </u>
c. Appeals to Appellate court	<u> </u>	<u> </u>
3. Rights Issues	<u>7</u>	<u>55.10</u>

4. Legal Case Reviews

a. Automatic Referrals	<u>2</u>	<u>7.80</u>
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b. Discretionary Referrals	<u> </u>	<u> </u>
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5. General Civil Claims

a. Claims that were referred to other legal providers	<u> </u>	<u> </u>
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b. Claims that were handled by LAP	<u> </u>	<u> </u>
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6. Quarterly Informational Meetings	<u> </u>	<u>8.40</u>
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7. Annual Staff Training on Entitlements	<u> </u>	<u> </u>
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8. Brief Intake	<u> </u>	<u>17.60</u>
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A. Summary of type and amount of benefits / entitlements obtained for each case by facility.

<u>Facility</u>	<u>Type of benefit</u>	<u>Amount of Lump Sum</u>	<u>Amount of Monthly benefit</u>
WPCC	SSI	0	\$680.00
WPCC	SSI	0	\$680.00
WPCC	SSI	0	\$680.00
WPCC	DIB	0	\$870.00
WPCC	SSI	0	\$680.00

B. Summary of Legal Issues Identified at Legal Case Reviews (LCR)

Walter P. Carter Center

Per terms of the COE contract, the LAP requested a LCR on behalf of a dually diagnosed patient with mental illness and a developmental disability. Through the LCR process, the LAP determined that the patient had previously received services through the Development Disabilities Administration (DDA). The LAP contacted the patient's service coordinator to facilitate assistance with discharge including housing and assessing DDA services in the community.

C. Summary of General Civil Claims

1. Cases Referred to Other Providers:

<u>Name of Facility</u>	<u>Legal Issue</u>	<u>Provider Referred</u>
WPCC	Criminal	Public Defender
WPCC	Foreclosure	St. Ambrose Housing

2. Cases Approved by Contract Monitor and Handled by LAP:

There were no cases under this category for this contract year.

Provide a brief narrative of a representative sample of cases for the facility

1. Many of the referrals from the Walter P. Carter Center are for assistance with Social Security Disability Benefits (SSDIB) and/or Supplemental Security Income (SSI). The LAP has been successful representing clients concerning these matters.
2. The LAP provided representation in forced medication cases. The LAP had favorable outcomes in two of the cases.
3. The LAP filed a class action complaint through the Resident Grievance System concerning the lack of available phones on the unit. The matter is pending before the RGS.

Eastern Shore Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Law Offices Jennings & Treff
109 South Second Street
Denton, Maryland 21629
1-410-479-4479**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2007-2008**

Eastern Shore Hospital
Name of Facility

Jennings & Treff
Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	29
Total number of cases closed during fiscal year	3
Number of cases carried over from previous fiscal year	5
Total number of cases open at close of fiscal year	31

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases	12
--	----

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

Type of Benefit	Lump Sum Amount	Monthly Amount
SSI (RGS 168ES08) <u>Back award of \$1,804.69</u>		\$424.67
Total for Year	0 (Lump Sum)	\$424.67 (Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals	1
Number of Circuit Court Appeals	0

Rights Issues

Number of issues referred/handled

Narrative summary highlighting a random selection of interesting/unusual cases:

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	16
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Residents who have been in the MHA facility for more than 5 years Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	0
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Total Number of Legal Case Reviews	16
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Total Number of Legal Case Reviews in which no legal issues were identified	16
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Total number of Legal Case Reviews in which legal issues were identified	0
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Narrative summary of legal issues identified by LAP:	NONE
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Referrals for General Civil Claims

Number of requests for information regarding general civil claims	0
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Number of cases successfully referred	0
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Names of Legal Providers who accepted LAP's referral for services: N/A, most cases involved general consults on civil and family law issues. Attorney will bring Family Law Forms and District Court Forms to clients and explain how to fill out, and general information to client regarding pro se representation.

Number of cases that did not result in a referral 0

Number of cases referred to other providers but not accepted 0

Informational Meetings

Total number of information meetings conducted 4

Training

Total number of trainings conducted none

List of topics presented at training: n/a

Attorney's Signature

Date

Thomas B. Finan Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Linda Golden, Attorney at Law
Cumberland, Maryland**

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 08

Thomas B. Finnan Center
Name of Facility

Linda Golden
Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year 5
Total number of cases closed during fiscal year 5
Number of cases carried over from previous fiscal year 0
Total number of cases open at close of fiscal year 0

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases 0

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
------------------------	------------------------	-----------------------

Total for Year

0
(Lump Sum)

0
(Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals

2

Number of Circuit Court Appeals

1

Rights Issues

Number of issues referred/handled

0

Narrative summary highlighting a random selection of interesting/unusual cases:

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally
retarded/developmentally disabled (dually diagnosed)
and have been in facility for more than 30 days

Residents who have been in the MHA facility
for more than 5 years

2

Residents who have been court-committed to a
governmental agency or placed in the care and
custody of a governmental agency and are
presently in a DHMH MHA facility

1

Total Number of Legal Case Reviews

3

**Total Number of Legal Case Reviews in which
no legal issues were identified**

3

Total number of Legal Case Reviews in which legal issues were identified

0

Narrative summary of legal issues identified by LAP:

Referrals for General Civil Claims

Number of requests for information regarding general civil claims

1

Number of cases successfully referred

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral

1

Number of cases referred to other providers but not accepted

Informational Meetings

Total number of information meetings conducted

4

Training

Total number of trainings conducted

0

List of topics presented at training:

Linda Green
Attorney's Signature

9/8/08
Date

Clifton T. Perkins Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Law Offices of Terri Mason
1825 Woodlawn Drive, Suite 106
Baltimore, Maryland 21207
1-877-607-9748
410-281-1270**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008**

REGION Perkins

CONTRACTOR Law Offices of Terri Mason

The following data is a cumulative summary of data from the monthly invoices.

PART I

A. Cases Processed

1. Total number of cases opened during fiscal year	<u>200</u>
2. Total number of cases closed during fiscal year	<u>0</u>
3. Number of cases carried over from previous fiscal year	<u>67</u>
4. Total number of cases open at close of fiscal year	<u>267</u>

B. Legal Proceedings

Information details the total number of cases handled and the total number of hours billed for each legal proceeding. The total number of hours billed should be consistent with information provided on monthly invoices.

	<u>Total No. of cases handled</u>	<u>Total No. of hours billed</u>
1. Entitlements	<u>29</u>	<u>824.00</u>
2. Clinical Review Panel Administrative Appeals		
a. Administrative Hearings	<u>18</u>	<u>293.60</u>
b. Appeals to Circuit Court	<u> </u>	<u> </u>
c. Appeals to Appellate court	<u> </u>	<u> </u>
3. Rights Issues	<u>24</u>	<u>394.50</u>

4. Legal Case Reviews

a. Automatic Referrals	<u>20</u>	<u>77.13</u>
------------------------	-----------	--------------

b. Discretionary Referrals	<u> </u>	<u> </u>
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5. General Civil Claims

a. Claims that were referred to other legal providers	<u>1</u>	<u>1.00</u>
---	----------	-------------

b. Claims that were handled by LAP	<u> </u>	<u> </u>
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6. Quarterly Informational Meetings	<u> </u>	<u>31.40</u>
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7. Annual Staff Training on Entitlements	<u> </u>	<u> </u>
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8. Brief Intake	<u> </u>	<u>99.70</u>
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A. Summary of type and amount of benefits / entitlements obtained for each case by facility.

<u>Facility</u>	<u>Type of benefit</u>	<u>Amount of Lump Sum</u>	<u>Amount of Monthly benefit</u>
CTPH	SSI	0	\$680.00
CTPH	SSI	0	\$680.00
CTPH	DIB	0	\$826.00
CTPH	DIB	0	\$1,450.00
CTPH	DIB	0	\$1,100.00
CTPH	DIB	0	\$1,200.00

B. Summary of Legal Issues Identified at Legal Case Reviews (LCR)

The LAP requested LCR on behalf of clients who were dually diagnosed and not receiving appropriate treatment to address their non-mental health. Among other things, the LAP requested DDA services and/or additional DDA services.

C. Summary of General Civil Claims

1. Cases Referred to Other Providers:

<u>Name of Facility</u>	<u>Legal Issue</u>	<u>Provider Referred</u>
CTPHC	Criminal	Public Defender
CTPHC	Criminal	Public Defender
CTPHC	Criminal	Law Offices of Norris Ramsey
CTPHC	Special Needs Trust	Law Offices of Jason Frank
CTPHC	Medical Malpractice	Law Offices of Kerry Staton
CTPHC	Tort	Law of Stephen L. Miles

2. Cases Approved by Contract Monitor and Handled by LAP:

There were no such cases during this fiscal year.

Provide a brief narrative of a representative sample of cases for each facility in the region.

Clifton T. Perkins Hospital

1. The LAP represented clients before Administrative Law Judges in forced medication hearings. In cases where the LAP was not successful, the LAP filed appeals in the Circuit Court for Baltimore City and Howard County.

2. The LAP was successful in representing a number of patients before Administrative Law Judges in forced medication hearings; i.e., the ALJ reversed the decision of the panel which provided the facility with the authority to forcibly medicate the client.

2. The LAP assisted with and/or filed Tort Claims for a number of patients at the facility who alleged that they had been injured by acts of omission or commission by Clifton T. Perkins Hospital. The LAP referred the clients to other attorneys for further representation after the initial claims were filed.

3. The LAP file a Tort Claim on behalf of a patient who alleged that he was injured due to a sexual assault by a staff person at the facility. The LAP referred the client to a private attorney for further representation.

4. The LAP filed a grievance through the Resident grievance system on behalf of a patient who was alleged sexually assaulted verbally abused by a staff person over a period to time. The grievance was determined to be valid. The staff person's position was terminated. A grievance was filed with the nursing board concerning the staff person who is a registered nurse.

5. A number of patients at the facility requested assistance concerning special needs trusts. The LAP developed a relationship with a firm who is willing to go to the facility to assist clients with these trusts. This firm has assisted a number of clients due to the referrals of the LAP. Legally protecting the client's resources puts the client in a better position preserve resources that can be utilized for housing and other needs after discharge from the facility.

**Regional Institute for Children and Adolescents
Baltimore**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Ria P. Rochvarg, P.A.
P. O. Box 305
West Friendship, Maryland 21794
1-866-313-9725**

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008

RECEIVED

SEP 29 2008

Resident Grievance System

RICA

Name of facility

Ria P. Rochvarg, P.A.

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year 17

Total number of cases closed during fiscal year 17

Number of cases carried over from previous fiscal year 00

Total number of cases open at close of fiscal year 00

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements 00

Referrals/Cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
No Data		
Total for Year	<u>\$0.00</u> (Lump Sum)	<u>\$0.00</u> (Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals 00

Number of Circuit Court Appeals 00

Rights Issues

Number of issues referred/handled 05

Narrative summary highlighting a random selection of interesting/unusual cases:

1. Client contacted LAP seeking assistance in getting his discharged papers signed so that he could leave RICA-Baltimore. The two agencies that collectively checked him in both refused to give their signature for discharge, stating that providing signature was the other agency's responsibility. LAP called the supervisor at the Department of Juvenile Services who consented to signing Client's discharge papers.

2. Client contacted LAP claiming that he was not receiving his clothing allowance from the Anne Arundel County Department of Social Services. LAP drafted a letter to the AAC DSS requesting reimbursement for clothing purchased for the Client by RICA-Baltimore and re-instatement of Client's clothing allowance. AAC DSS reimbursed RICA-Baltimore as well as re-instated Client's clothing allowance.

3. Female Clients at RICA-Baltimore, collectively, sought assistance from LAP in obtaining hair care and hair care products. LAP consulted local beauty shops as well as salons for available services at reduced rates for Clients at RICA-Baltimore. Clients were able to obtain the services and products that they desired.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	<u>00</u>
--	-----------

Residents who have been in the MHA facility for more than 5 years	<u>00</u>
---	-----------

Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	<u>13</u>
--	-----------

Total Number of Legal Case Review	<u>13</u>
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Total Number of Legal Case Reviews in which no legal issues were identified	<u>01</u>
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Total number of Legal Case Reviews in which legal issues were identified	<u>12</u>
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Narrative summary of legal issues identified by LAP:

1. Four Clients were in need of Individualized Education Plans ("IEP") in order to

complete the discharge process. LAP worked with RICA principle to coordinate IEP meetings for Clients at their requisite home schools. IEP's were completed for each Client.

2. Client contacted LAP with concerns with IEP and opportunity to return to his home school. LAP coordinated IEP at home school and Client returned home to live with his mother and attend his home school.

3. LAP was contacted by Clinician of Client in order to facilitate discharge. Clinician believed that Client was no longer being helped by being at RICA and that he was ready for immediate discharge. LAP coordinated meeting with Social Worker, Client, and Clinician where discharge options were detailed.

4. Client contacted LAP concerning Social Security's failure to disperse monthly stipend. LAP called Social Worker concerning the stipend and the monthly stipend was re-established.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims 00

Number of cases successfully referred 00

Names of Legal Providers who accepted LAP's referral for services:
See attached

Number of cases that did not result in a referral 00

Number of cases referred to other providers but not accepted 00

Informational Meetings

Total number of information meetings conducted 12

Training

Total number of trainings conducted

00

List of topics presented at training:


Attorney's Signature

9/26/2008
Date

**John L. Gildner Regional Institute for Children
& Adolescents - Rockville**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Hamlin & Swain, LLC
8700 Georgia Avenue, Suite 304
Silver Spring, Maryland 20910
1-301-589-4445**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008**

John L. Gildner Regional Institute for Children & Adolescents

Hamlin & Swain, LLC
8701 Georgia Ave., Suite 605
Silver Spring, MD 20910

TOTAL CASE COUNT

Total number of cases opened during fiscal year	10
Total number of cases closed during fiscal year	9
Number of cases carried over from previous fiscal year	0
Total number of cases open at close of fiscal year	1

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases	1
--	---

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
Total for Year	<u>0</u> (Lump Sum)	<u>0</u> (Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals 0

Number of Circuit Court Appeals 0

Rights Issues

Number of issues referred/handled 10

Narrative summary highlighting a random selection of interesting/unusual cases:

Rights Issues: The LAP received a referral from the Resident Grievance Advisor regarding a resident whose legal guardian is an illegal immigrant. The resident needed assistance with applying for state sponsored medical insurance. The resident's legal guardian does not speak English and the LAP provided translation services. The LAP assisted the resident's guardian in navigating through the Medicaid application and eligibility process and explained which benefits the resident may be entitled regardless of immigrant status.

LAP referred a resident regarding discharge/aftercare plan placement. The LAP met with the therapist, treatment team, RGA, school personnel and college representative to discuss the resident's rights and possible matriculation to college. The LAP also met with the resident's Court Appointed Special Advocate to discuss the resident's curriculum, employment and extra curricular activities.

The LAP referred a resident's matter to outside counsel for civil representation. The resident's guardians requested assistance with termination of parental rights and/or alternate placement. The LAP met with the resident, therapist, Resident Grievance Advisor and attorney to discuss legal options.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally
retarded/developmentally disabled (dually diagnosed)

and have been in facility for more than 30 days	0
Residents who have been in the MHA facility for more than 5 years	0
Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	7
Total Number of Legal Case Reviews	7
Total Number of Legal Case Reviews in which no legal issues were identified	0
Total number of Legal Case Reviews in which legal issues were identified	7
Narrative summary of legal issues identified by LAP:	
In conducting the legal case reviews, the LAP has identified the following issues for fiscal year 2008:	
-Guardianship (Resident wants to terminate legal guardianship)	
-Medical Benefits (Residents and/or the parent/guardian have requested assistance with applying for state sponsored medical insurance)	

Referrals for General Civil Claims

Number of requests for information regarding general civil claims	1
Number of cases successfully referred	1
Names of Legal Providers who accepted LAP's referral for services:	Jacqueline Ngole, Esq.
Number of cases that did not result in a referral	0
Number of cases referred to other providers but not accepted	0

Informational Meetings

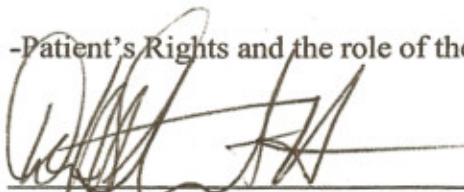
Total number of information meetings conducted 4

Training

Total number of trainings conducted 1

List of topics presented at training:

-Patient's Rights and the role of the LAP



Attorney's Signature

10/21/08

Date

**Regional Institute for Children
& Adolescents - Southern**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Hamlin & Swain, LLC
8700 Georgia Avenue, Suite 304
Silver Spring, Maryland 20910
1-301-589-4445**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008**

Regional Institute for Children and Adolescents Southern

Hamlin & Swain, LLC
8701 Georgia Ave., Suite 605
Silver Spring, MD 20910

TOTAL CASE COUNT

Total number of cases opened during fiscal year	8
Total number of cases closed during fiscal year	8
Number of cases carried over from previous fiscal year	0
Total number of cases open at close of fiscal year	0

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases	2
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Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
Total for Year	<u>0</u> (Lump Sum)	<u>0</u> (Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals	0
Number of Circuit Court Appeals	0

Rights Issues

Number of issues referred/handled	8
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Narrative summary highlighting a random selection of interesting/unusual cases:

Rights Issues: LAP provided legal opinions and attended meetings regarding residents with IEPs but who were not attending school. Many of the residents placed on the evaluation unit and committed by the court did not have the educational component. LAP met with staff and brought a class action on behalf of these residents and proceeded with a stage 4 complaint.

The LAP referred residents to the Resident Grievance Advisor regarding the closing of the facility. LAP identified residents on the evaluation unit in addition to long term residents who needed to be transferred to other facilities. The attorneys worked with staff including the medical director at each facility to ensure that the closure of RICA Southern would not adversely affect the resident's rights.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	0
Residents who have been in the MHA facility for more than 5 years	0
Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	8
Total Number of Legal Case Reviews	5

Total Number of Legal Case Reviews in which no legal issues were identified	0
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Total number of Legal Case Reviews in which legal issues were identified	5
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Narrative summary of legal issues identified by LAP:

In conducting the legal case reviews, the LAP has identified the following issues for fiscal year 2008:

-Education (Residents who are court committed and have an IEP but are not receiving education)

-Transportation (Residents are either placed outside of their jurisdiction and/or the parent/guardian do not have access to transportation to attend therapy sessions)

-Discharge/Placement (Residents and/or the parent/guardian have requested assistance with coordinating discharge and placement of current residents to alternate residential treatment centers, group-homes and/or private residence)

Referrals for General Civil Claims

Number of requests for information regarding general civil claims	0
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Number of cases successfully referred	0
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Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral	0
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Number of cases referred to other providers but not accepted	0
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Informational Meetings


Total number of information meetings conducted	4
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Training

Total number of trainings conducted	1
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List of topics presented at training:

-The Resident Grievance System



Attorney's Signature

10/21/08

Date

Springfield Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Ria P. Rochvarg, P.A.
P. O. Box 305
West Friendship, Maryland 21794
1-866-313-9725**

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008

RECEIVED
SEP 29 2008
Resident Grievance System

Springfield Hospital Center
Name of facility

Ria P. Rochvarg, P.A.
Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	<u>193</u>
Total number of cases closed during fiscal year	<u>143</u>
Number of cases carried over from previous fiscal year	<u>128</u>
Total number of cases open at close of fiscal year	<u>178</u>

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements	<u>71</u>
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Referrals/Cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
SSI	\$1,911.00	\$637.00
SSI	\$4,221.10	\$806.00
SSI	\$.00	\$637.00
SSI	\$17,605.04	\$623.00
SSI	\$18,526.82	\$637.00
SSI	\$8,400.00	\$623.00
SSDI	\$.00	\$687.00
SSI	\$.00	\$687.00
SSI	\$ 709.20	\$187.30
Total	\$51,373.16	\$5,524.30

Clinical Review Panel Appeals

Number of Administrative Appeals 14

Number of Circuit Court Appeals 7

Rights Issues

Number of issues referred/handled 104

Narrative summary highlighting a random selection of

interesting/unusual cases:

1. LAP filed a grievance on behalf of court committed Client because Client stated that several personal use items, such as shampoo and lotion, were confiscated from them by staff as contraband. The grievance revealed that staff were keeping the Client's items believing that they contained alcohol, were potentially flammable and therefore contraband. The grievance was found to be valid because the items were not contraband as defined by policy. The items were returned to the client.
2. LAP filed a grievance on behalf of all of the residents of a particular unit. Client's on that unit complained about the cleanliness of the shower area on that unit. The grievance was found to be valid and shower shoes were ordered for Client's on the unit to address the issue.
3. LAP filed a grievance on behalf of a court committed Client. Client reported that they had asked to see a somatic physician and been told by staff that their name was placed in the somatic referral book. Client was never seen by the somatic physician for her complaint and the grievance was found to be valid. The policy of every somatic referral being addressed was reviewed with the Director of Somatic Services, who was to follow up with other somatic physicians and provide education on the policy.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	<u>09</u>
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Residents who have been in the MHA facility for more than 5 years	<u>17</u>
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Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	<u>11</u>
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Total Number of Legal Case Reviews: 37

Total Number of Legal Case Reviews in which No Legal Issues were Identified: 26

Total Number of Legal Case Reviews in which Legal Issues were Identified: 11

Narrative Summary of Legal Issues Identified by LAP:

1. Client residing at SGHC with Mental Retardation and for more than 5 years was referred for a Legal Case Review. Upon reviewing the Client's medical record, the LAP noted that Client had been assaulted by peers a number of times as a result of his intrusive behavior which frequently annoyed others. A grievance was filed which was found to be invalid, but as a result of the investigation it was agreed that a behavior plan would be developed by the treatment team to keep Client safe.
2. Client residing at SGHC for more than 5 years and under court order was referred for a Legal Case Review. Upon reviewing the Client's medical record, the LAP noted an instance in which an emergency inter-muscular ("IM") medication was administered without any supporting documentation of an emergency. A grievance was filed and found valid and specific measures were undertaken to educate nursing department staff about the requirements for administration of emergency IM medications.
3. Client residing at SGHC with Mental Retardation was referred for a Legal Case Review. Upon reviewing the Client's medical record, the LAP noted that there were five months worth of progress notes missing from the file. A grievance was filed and found valid and the progress notes were located and placed in Client's file.
4. Client residing at SGHC under a court commitment was referred for a Legal Case Review. Upon reviewing the Client's medical record, the LAP noted that the Forensic Review Board had approved client for additional privileges upon completion of an administrative task by Client's social worker. Though many months had passed, Client remained on the same privilege level status. The LAP filed a grievance and it was found valid. Client's approved privilege increase was implemented.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims 03

Number of cases successfully referred 01
Anupa Mukhopadhyay, Esquire

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral 02

Number of cases referred to other providers but not accepted 02

Informational Meetings

Total number of information meetings conducted 40

Training

Total number of trainings conducted 00

List of topics presented at training:

Rin P. Roth
Attorney's Signature

9/26/2008
Date

Spring Grove Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Ria P. Rochvarg, P.A.
P. O. Box 305
West Friendship, Maryland 21794
1-866-313-9725**

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008

RECEIVED

SEP 29 2008

Resident Grievance System

Spring Grove Hospital Center

Name of facility

Ria P. Rochvarg, P.A.

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year 225

Total number of cases closed during fiscal year 191

Number of cases carried over from previous fiscal year 59

Total number of cases open at close of fiscal year 93

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlement 95

Referrals/Cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

Type of Benefit	Lump Sum Amount	Monthly Amount
SSI	\$1246.02	\$424.67
SSI	\$183.05	\$.00
SSDI	\$3828.60	\$645.00
SSI	\$3815.00	\$637.00
SSI	\$.00	\$600.00
SSI	\$.00	\$637.00
SSDI	\$.00	\$.00
Total for Year	\$9,072.67	\$2,943.67

Clinical Review Panel Appeals

Number of Administrative Appeals 04

Number of Circuit Court Appeals 02

Rights Issues

Number of issues referred/handled 179

Narrative summary highlighting a random selection of interesting/unusual cases:

1. LAP filed a grievance on behalf of court committed Client because Client stated that several personal use items, such as shampoo and lotion, were confiscated from them by staff as contraband. The grievance revealed that staff were keeping the Client's items believing that they contained alcohol, were potentially flammable and therefore contraband. The grievance was found to be valid because the items were not contraband as defined by policy. The items were returned to the client.
2. LAP filed a grievance on behalf of all of the residents of a particular unit. Clients on

that unit complained about the cleanliness of the shower area on that unit. The grievance was found to be valid and shower shoes were ordered for Clients on the unit to address the issue.

3. LAP filed a grievance on behalf of a court committed Client. Client reported that they had asked to see a somatic physician and been told by staff that their name was placed in the somatic referral book. Client was never seen by the somatic physician for her complaint and the grievance was found to be valid. The policy of every somatic referral being addressed was reviewed with the Director of Somatic Services, who was to follow up with other somatic physicians and provide education on the policy.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been
diagnosed as mentally
retarded/developmentally
disabled (dually diagnosed)
and have been in facility for
more than 30 days

07

Residents who have been in
the MHA facility for more
than 5 years

10

Residents who have been
court-committed to a
governmental agency or
placed in the care and
custody of a governmental
agency and are presently in a
DHMH MHA facility

09

Total Number of Legal Case Reviews

26

Total Number of Legal Case Reviews in which no legal issues
were identified

08

Total number of Legal Case Reviews in which legal issues
were identified

18

Narrative summary of legal issues identified by LAP:

1. Client residing at SGHC with Mental Retardation and for more than 5 years was referred for a Legal Case Review. Upon reviewing the Client's medical record, the LAP noted that Client had been assaulted by peers a number of times as a result of his intrusive behavior, which frequently annoyed others. A grievance was filed which was found to be invalid, but as a result of the investigation it was agreed that a behavior plan would be developed by the treatment team to keep Client safe.
2. Client residing at SGHC for more than 5 years and under court order was referred for a Legal Case Review. Upon reviewing the Client's medical record, the LAP noted an instance in which an emergency inter-muscular ("IM") medication was administered without any supporting documentation of an emergency. A grievance was filed and found valid and specific measures were undertaken to educate nursing department staff about the requirements for administration of emergency IM medications.
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Referrals for General Civil Claims

Number of requests for information regarding general civil claims 01

Number of cases successfully referred 00

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral 01

Number of cases referred to other providers but not accepted 00

Upper Shore Community Mental Health Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2008**

**Law Offices Jennings & Treff
109 South Second Street
Denton, Maryland 21629
1-410-479-4479**